

## Business Improvement & Quality Techniques

*Lisbon (Portugal)*

*20 - 24 January 2025*

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## Business Improvement & Quality Techniques

Code: QM28 From: 20 - 24 January 2025 City: Lisbon (Portugal) Fees: 4400 Pound

### Introduction

This course will help you understand and be able to implement recognized Best Practice tools and techniques which is aimed at maximizing both business and people performance. Improvement methodologies such as Kaizen, Lean, and Six Sigma offer companies a new means of instilling business process improvement principles within their corporate culture to help implement Total Quality Management and Continuous Improvement.

### Course Objectives

- Understand the context in which business process improvement and quality techniques support business strategy and high-level strategic goals.
- Recognize the importance of business process improvement in performance management.
- Apply 5S and visual management techniques to enhance process control.
- Capitalize on the benefits of teamwork within the lean model.
- Apply structured problem-solving techniques to improve performance.
- Identify where the 6 Big Losses are and choose the appropriate action plan to gain the biggest benefits.
- Understand SPC and how to improve and control quality performance.

### Course Outlines

#### Day 1

##### Strategy Deployment

- Vision, mission & purpose.
- Strategy mapping.
- What is strategy? - An overview of its aims and purpose.
- Strategic management tools.
- How does business process improvement support strategy?
- Using strategy maps to identify areas for business improvement.
- Effective strategy execution.
- Designing and using effective performance management systems.
- How do business processes and quality improvement fit in?

#### Day 2

##### Performance Management

- Process Management.
- Business Process Simulation.
- Key Performance Indicators.

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- Balanced Scorecards BSC.
- Lean Awareness.
- Key Tools of Lean.

### Day 3

#### Process Excellence

- Six Sigma Methodologies.
- 8D Problem Solving Process.
- Tools & Techniques for Problem Solving.
- Risk Management.
- Failure Mode & Effect Analysis FMEA.
- Kepner / Tregoe Rational Problem-Solving Method.

### Day 4

#### Performance Tracking & Monitoring

- The Meaning of Quality.
- Quality Control.
- Attribute and Variable Methods of Measurement.
- Frequency Distribution.
- Normal and Non-Normal Distribution Curves.
- Standard Deviation for Normal Distributions.
- Process Improvement Stages.
- Machine Capability.
- Cp / Cpk Interpretation.
- Statistical Process Control.
- Concern and Corrective Action Logs.

### Day 5

#### High-Performing Work Teams

- Organisational Values & Culture.
- Effective Teamwork.
- Effective Team Leadership.
- Consensus Reaching Tools and Techniques.
- Facilitation and Coaching Skills.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it, set against a background of concentric circles. The text 'UK Training' is positioned above the word 'PARTNER' in a large, bold, black font.

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