BLACKBIRD FOR TRAINING

Business Improvement & Quality Techniques

London (UK)

10 - 14 February 2025

www.blackbird-training.com

Business Improvement & Quality Techniques

Code: QM28 From: 10 - 14 February 2025 City: London (UK) 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.

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

- 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.

UK Traininig
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Cities

Europe

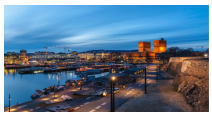
Malaga (Spain)

Sarajevo (Bosnia and Herzegovina)

Cascais (Portugal)

Glasgow (Scotland)

Edinburgh (UK)

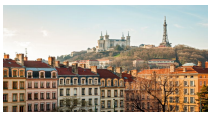

Oslo (Norway)

Annecy (France)

Bordeax (France)

Copenhagen (Denmark)

Birmingham (UK)


Lyon (France)

Moscow (Russia)

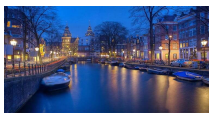
Stockholm (Sweden)

Podgorica (Montenegro)

Batumi (Georgia)

London (UK)

Istanbul (Turkey)


Amsterdam (Netherlands)

Düsseldorf (Germany)

Paris (France)

Barcelona (Spain)

Munich (Germany)

Geneva (Switzerland)

Prague (Czech)

Vienna (Austria)

Rome (Italy)

Brussels (Belgium)

Madrid (Spain)

Berlin (Germany)

Lisbon (Portugal)

Zurich (Switzerland)

Manchester (UK)

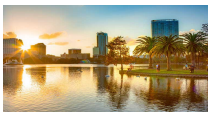
Milan (Italy)

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Cities

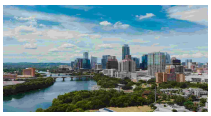
USA & Canada

Los Angeles (USA)


Orlando, Florida (USA)

Online

Phoenix, Arizona (USA)


Houston, Texas (USA)

Boston, MA (USA)

Washington (USA)

Miami, Florida (USA)

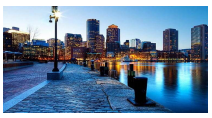
New York City (USA)

Seattle, Washington (USA)

Washington DC (USA)

In House

Jersey,New Jersey (USA)


Toronto (Canada)

Africa

Baku (Azerbaijan)
(Thailand)

Maldives (Maldives)

Doha (Qatar)

Manila (Philippines)

Bali (Indonesia)

Bangkok

Beijing (China)

Singapore (Singapore)

Sydney (Australia)

Tokyo (Japan)

Jeddah(KSA)

Riyadh(KSA)

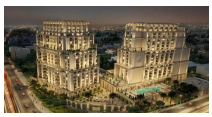
Dubai (UAE)

Kuala Lumpur (Malaysia)

Kuwait City (Kuwait)

Pulau Ujong (Singapore)

Jakarta (Indonesia)


Amman (Jordan)

Beirut (Lebanon)

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Cities

Asia

Kigali (Rwanda)

Cape Town (South Africa)

Accra (Ghana)

Lagos (Nigeria)

Marrakesh (Morocco)

Nairobi (Kenya)

Zanzibar (Tanzania)

Tangier (Morocco)

Cairo (Egypt)

Sharm El-Sheikh (Egypt)

Casablanca (Morocco)

Tunis (Tunisia)

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Clients

MANNAI Trading Company WLL, **Qatar**

Alumina Corporation **Guinea**

Booking.com **Netherlands**

Oxfam GB International Organization, **Yemen**

Capital Markets Authority, **Kuwait**

Waltersmith Petroman Oil Limited **Nigeria**

Qatar National Bank (QNB), **Qatar**

Qatar Foundation, **Qatar**

AFRICAN UNION ADVISORY BOARD ON CORRUPTION, **Tanzania**

KFAS **Kuwait**

Reserve Bank of Malawi, **Malawi**

Central Bank of Nigeria **Nigeria**

Ministry of Interior, **KSA**

Mabruk Oil Company **Libya**

Saudi Electricity Company, **KSA**

BADAN PENGELOLA KEUANGAN Haji, **Indonesia**

NATO **Italy**

ENI CORPORATE UNIVERSITY, **Italy**

Gulf Bank **Kuwait**

General Organization for Social Insurance **KSA**

Defence Space Administraion **Nigeria**

National Industries Group (Holding), **Kuwait**

Hamad Medical Corporation, **Qatar**

USAID **Pakistan**

STC Solutions, **KSA**

North Oil company,

EKO Electricity

Oman Broadband

UN.

Authority for

UK Traininig
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Categories

Management & Admin

- Professional Skills
- Finance, Accounting, Budgeting
- Media & Public Relations
- Project Management
- Human Resources
- Audit & Quality Assurance
- Marketing, Sales, Customer Service
- Secretary & Admin
- Supply Chain & Logistics
- Management & Leadership
- Agile and Elevation

Technical Courses

- Hospital Management
- Public Sector
- Special Workshops
- Oil & Gas Engineering
- Telecom Engineering
- IT & IT Engineering
- Health & Safety
- Law and Contract Management
- Customs & Safety
- Aviation
- C-Suite Training

International House 185 Tower Bridge Road London SE1 2UF United Kingdom

+44 7401 1773 35
+44 7480 775526

Sales@blackbird-training.com

www.blackbird-training.com