

QUALITY MANAGEMENT

OVERVIEW

Cost and competition are key organisational imperatives in the new millennium. And they are the considerations which have led so many organisations to embrace "quality" as the driving force or engine for the change they are going through.

A handful of men –the "quality gurus" – pioneered the use of statistical quality control methods to increase quality and decrease defects dramatically. Core to the post-war industrial revival of Japan, western societies were slow to learn the lessons of quality, but today quality concepts are central to the success of every organisation.

This Quality Management Workshop is designed to introduce participants to the basic principles of quality in the workplace – what it means, why it matters, and how focusing on quality can make a difference.

AIM

The aim of the program is to equip participants with an understanding of quality and its language, the ability to relate the concepts to their job environment, an appreciation of the use of practical quality tools, and the confidence to return to the workplace committed to their actual use.

LEARNING OUTCOMES

At the end of the program, participants will :

1. Understand the contemporary approach to quality in the workplace and comprehend its historical context.
2. Understand the importance of pursuit of quality as a never-ending process.
3. Be able to relate these concepts to their own workplace and job environment.

Know and be able to use a range of quality tools.

4. Understand Quality Improvement Processes and be able to use such processes on the job.

PROGRAM CONTENT

The program is structured around the following elements :

- a. Historical overview of quality; the contributions made by the "quality gurus", especially Deming and Juran.
- b. How quality management varies from more conventional western management and how to accommodate the cultural differences.
- c. The statistical basis of quality management - and why you shouldn't be frightened of it ("Great men plot points; lesser men use computers").
- d. The quality tools and their uses - including control charts, flowcharts, brainstorming, cause and effect diagrams, Pareto charts, histograms, defect concentration charts and others.
- e. Quality Improvement Processes, their relationship with Problem Solving Processes, and how to apply them in practice.
- f. The use of competitive benchmarking to win superiority; the five benchmarking phases; effective use of benchmarking within your own workplace.
- g. Quality standards – what they mean and how you use them.

Every effort is made to tailor the precise program content to reflect the major needs and interests of individual participants and their organisations.

The program uses a blend of classroom sessions, interactive group work, games and experiential learning activities.

EVALUATION

Participants themselves are always invited to provide their responses to the program which offers an indication of participant "comfort level". However, over time the only real determinant of program success is the extent to which the program may be seen to have impacted upon participant performance.

Our approach is to provide the participant, or a nominated manager or supervisor with an evaluation instrument for completion several weeks after conclusion of the program. This is essentially an in-house tool for use by the client.

However, we encourage organisations to return a copy of the instrument for use in the future review, development and general improvement of the program.

DURATION

The program as outlined above is designed to cover two full days of eight hours each.

However, the concept of quality in the workplace is a subject which has numerous aspects. Tailored variations to this basic program have been separately developed and delivered to groups ranging from very superficial "Introduction to TQM" programs of one-half day, to extensive quality change programs of five residential days in duration.