



Change management and development of a quality culture

A training course that gives knowledge about how to handle the human and cultural aspects of improvements and change

Change happens all the time in any organization. Customer needs, competition situation, technology, owner demands, and many other things continuously change. Those changes have to be met with improvements if an organization is to be successful over time. Therefore, an organization requires a good ability to improve and develop. Critical is developing a quality and improvement culture in the entire organization. Changes occur when working with improvements, problem-solving, and implementing solutions. All such changes must be managed professionally to achieve the expected results and success. Good knowledge of behavioral science and psychology is essential to manage the development of culture and change. This training course will teach you how to build a quality culture and work with change management. You will also understand the role of continual improvements in this work.

Purpose

To give the knowledge needed to successfully lead an organization and deal with human factors of improvement and change to develop a strong quality culture and a good employeeship.

Aimed at

Persons working with improvement and quality such as quality managers, quality engineers, improvement leaders, business developers, etc., or any manager that wants to develop their skills in handling people, organization culture, improvements, and change

General information

The lectures will be led by consultants from Sandholm Associates.

Documentation

Participants will receive relevant course material, which will serve as a useful reference after the course.

Length

3 days.

Place

The course is given in Sandholm Excellence Center in Ponte de Lima in northern Portugal or company internal at your site. Internationally it is offered online.

CONTENT →

Main parts of the training course *Change management and development of a quality culture*:

- Management of improvement and management of change
- People and organizations in change
- Development of a quality and improvement culture
- Change and improvement on different system levels – individual, group, and organization
- Planning and implementing change by using change management tools
- Responsibility and empowerment
- Good leadership and good employeeship
- Being both a good manager and a good leader
- Listening to people, giving feedback, and effective communication
- Common goals, strategies, values, and procedures
- Loyalty, trust, and respect for people
- Ownership of process and results through continuous improvements
- Success factors and tactical plan for building a good culture



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Training and consulting in quality management,
excellence and continual improvements since 1971.