



Introduction to quality management and excellence

A training course that gives an understanding of how programs for quality and continuous improvements successfully could be implemented in an organization to achieve excellence

Quality is about meeting the needs and expectations of customers. Quality management focuses on leading an organization by continuously improving the ability to meet customer needs and expectations effectively and efficiently. The potential for developing quality is enormous. The cost of poor quality and waste is usually extensive in an organization, and better ways are always available to satisfy customers by improving goods and services. By involving employees, on all levels and in all functions of an organization, in customer-focused and systematic improvement work, dramatic effects could be achieved regarding financial results, customer satisfaction, working environment, and sustainability.

Purpose

To understand how to work successfully with quality and continuous improvement in the organization to improve important results.

Aimed at

Persons from different functions that take part in, or will take part in, quality and improvement work or people that want to develop an understanding of quality management, continuous improvement, and excellence.

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

2 days.

Place

The course is given internationally online on Zoom, at Sandholm Excellence Center in Ponte de Lima, Portugal, or company internal at your location.

CONTENT →

Main parts of the training course Continual improvements and problem-solving:

- Quality, customer focus, and excellence
- Poor quality costs and financial effects of quality
- Quality, customers, and needs
- Quality management and excellence – principles, and values
- Quality assurance and quality management systems
- Certification and ISO 9001
- Leadership for quality and continuous improvements
- Organization for improvements – roles and responsibilities
- Customer-focused improvement through problem-solving, process development, and innovation
- Introduction to Six Sigma, Lean and QC-tools
- Success factors and planning quality initiatives