

# Total Quality in the 21<sup>st</sup> Century - 1 Day

**Course Description:** This one-day course is designed to teach workers skills which are vital for quality in the workplace. This course will focus on team functions, rewards, and communication necessary to drive quality throughout the organization. Participants will learn how to facilitate and implement quality initiatives, monitor collection of data, and explore planning and monitoring quality projects.

## Course Objectives:

### Objective 1: Compare old and new philosophies

- Define quality for today
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed



virtual  
instructor-led

### Objective 2: Set up guidelines for executing continuous quality

- Examine continuous process improvement
- Develop rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns
- Design a continuous improvement team's concern

### Objective 3: Judge ways to reduce resistance from organizations

- Compare roadblocks to continuous improvement and quality initiative

### Objective 4: Predict characteristics to the cost of quality

- Choose techniques for involving co-workers

### Objective 5: Evaluate Deming's seven deadly diseases

- Discuss Juran's six-step approach to quality

### Objective 6: Identify steps for creating a quality action plan

- Examine implementation of the quality action plan
- Examine ways of monitoring the quality action plan

### Objective 7: Identify the strengths and weaknesses of Gantt charting

- Discuss the strengths and weaknesses of CPM charting