

## Quality Management - 1 day

### Description:

An introductory course to enable supervisors and managers to set and achieve high standards and to improve quality in their area of work.

### Audience:

Supervisors, first-line and middle managers with a responsibility for maintaining quality assurance and quality improvement in their area of work

### Prerequisites:

Preferably, participants should have completed Communication Skills for IT Professionals

### Objectives

After completing this course, participants should be able to:

- Define the principles of 'quality'
- Set quality standards in their area of work
- Identify methods which can be used to improve quality
- Motivate staff to achieve high standards

Throughout the day delegates will be encouraged to develop methodologies pertinent to their place of work through practical activities.

### Course Topics

#### Fundamentals of quality management

- Defining quality management
- Processes

#### The costs of quality

- Relationship between quality and cost

#### Customer orientation

- Understanding customer orientation
- Benefits of customer orientation

#### Understanding current performance

- Flow charts
- Check sheets
- Histograms
- Run charts
- Control charts

#### Causes of problems

- Cause-and-effect diagrams
- Pareto charts
- Scatter diagram
- Interrelationship diagrams

#### Ideas and organization

- Brainstorming
- Affinity diagrams
- Activity network diagrams
- CPM and PERT

#### Preparing to change processes

- Management's role

#### A path for change

- Process managers
- Flow charts in process improvement

#### Implementing quality changes

- Understanding processes
- Measuring processes