



Business Improvement & Quality Techniques

Course Objective

To develop a basic knowledge of business improvement techniques required by a practicing or potential team or cell leader.

By the end of this program the participant will:

- Understand the importance of continuous quality and performance improvement within the workplace
- Know how to use business improvement tools and techniques to continuously improve the workplace
- Know how to communicate the benefits of the identified improvement for implementation

Course outline

- The importance of quality and continuous improvement at work
- Awareness of product/service standards
- Suggestion schemes/role models
- Ways of building commitment and loyalty to organisation
- ideas and innovative solutions to problems
- Methods to evaluate effectiveness of quality measures
- How to evaluate effectiveness of quality measures
- What other factors need to Range of techniques available (at least two from Lean Process Improvement, Visual Management, Kaizen, Six Sigma, Quality Circles, Quality Improvement Groups, Benchmarking, and Problem Solving)
- Use of tools for improvement (at least two from: Cause and Effect/Fishbone Diagrams, Pareto Charts, Process Flow Charts, Scatter Graphs, Control/Run Charts)
- Promotion of creative be considered in making decisions about a proposed improvement
- How to assess the financial costs and benefits of a proposed improvement
- What other factors need to be considered in making decisions about a proposed improvement

