

# Performance Improvement - 1 Day

## Impacting the Quality of Your Organization

**Course Description:** This intensive one-day course is designed to teach skills which are vital for improving quality in the workplace. This course focuses on strong project management skills, clearly defined team functions, and pointed 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 of quality projects.

### **Course Objectives:**

- Compare old and new philosophies
- Define quality for today
- Establish approaches for adjusting culture
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Discuss guidelines for executing continuous quality
- Examine continuous process improvement
- Break down rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns
- Identify a continuous improvement team's concern
- Brainstorm ways to reduce resistance from organizations
- Compare roadblocks to continuous improvement and quality initiative
- Predict characteristics in the cost of quality
- Choose techniques for involving co-workers
- Evaluate Deming's seven deadly diseases
- Discuss the approaches of Deming, Juran and Cosby to quality
- Record steps for creating a quality action plan
- Explore implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Establish improvement rules
- Discuss management's role compared to that of the front line employee
- Explore how to shift from management decision making to team decision making
- Examine how to conduct quality audits
- Determine five ways to give proper leadership within a culture
- Design an agenda for the first project team meeting
- Define the project drivers
- Show how to set, control, and monitor project scope
- Label role descriptions and project responsibilities when you have no position power
- Formulate a Work Breakdown Structure for speeding up the quality approach
- Evaluate the strengths and weaknesses of a critical path in developing quality initiatives
- Explore how to handle delays on projects while driving quality forward
- Discuss implementation of a project plan
- Identify seven things which must be communicated in every project meeting to keep others informed
- Implement close down checklists and handoff procedures
- Identify phase out of the project plan
- Conduct a postmortem
- Explore how best practices of a project can make the difference in future success