

# Total Quality In The 21st Century - 1 Day

**Course Description:** This one-day course is designed to teach workers the skills which are vital for quality in the workplace. This course focuses 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:**

- Compare old and new philosophies
- Define quality for today
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed
- Set 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
- Design a continuous improvement team's concern
- Judge ways to reduce resistance from organizations
- Compare roadblocks to continuous improvement and quality initiative
- Predict characteristics to the cost of quality
- Choose techniques for involving co-workers
- Evaluate Deming's seven deadly diseases
- Blend Juran's six-step approach 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
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting