

Increasing Profits Through Quality Management

6.5 hours video instruction, ±16 hours to complete with review of content, exercises, and quizzes.

- ✓ Quizzes and practice exercises
- ✓ No final test
- ✓ Certificate of Completion



COURSE DESCRIPTION

Quality companies don't lose money doing work right. Did you know your business could be wasting 25-40 percent of the dollars you spend? What You'll Get: Learn how to focus on quality, reduce waste, cut operating costs, invest in efficient processes, improve operational consistency, and create satisfied and loyal customers and employees.

Objectives

- Describe the importance of a Quality Management Plan to a successful business
- Explain the primary attributes of Quality Management
- Outline the steps involved in developing a Quality Management Plan
- Describe the ways that loyalty leadership improves your business

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COURSE OUTLINE

Module 1: Introduction to Quality Management

Evolution of Quality

People Performance
Profit

Workplace Blame

Defects and Profit

Quality and Process

Quality is a System

Module 2: Fundamentals of Quality

Common Language

Quality Principles

The 5 'S' Process

Cost of Quality

Cost of Poor Quality

Calculating the Cost of
Poor Quality

Module 3: Essentials of Quality

Establishing Standards

Creating a Work Process

Inspection Types

Variation

Mistake Proofing

Visual Management

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COURSE OUTLINE

Module 4: Attributes of Quality

Success Through a
Quality Management
Program

Quality Improvement

Problem Solving Pt. 1

Problem Solving Pt. 2

Problem Solving Tools

Path to the Bottom Line

Module 5: Getting Work Done Right

Steps Toward Quality
Execution

How to Make
Improvements

Execution that Demands
Repeating

Quality Control
Applications

Quality Assurance
Applications

Developing a Quality
Management Plan

Module 6: Loyalty Leadership

What Kind of Company
Do We Want?

Motivation

Loyal Employees

Loyal Customers

Customer Intimacy

Leadership Absolutes