

TOTAL QUALITY MANAGEMENT FOR THE LEAN ENTERPRISE

31 October, 2-4 November 2011 - Malta Enterprise - Malta

COURSE TIMETABLE

DAY 1

- Customer Focus – the centre of our business concern.
 - Who is our customer?
 - What does our customer expect of us?
 - How do we get to know our customer?
 - For how long is our customer **our** customer?
 - Developing the customer focus attitude.
- Introduction to quality – defining the meaning of quality. *Can we?* Are we competent enough to determine the meaning of quality?
- Introducing the process approach. Task or process? The secret to full commitment and process ownership – drivers for quality.
- How streamlined is our process? Does it make sense as it stands or are we doing this process based on traditional inheritance? The cross between the **lean** and **quality** approach to a process.
- Process re-engineering – re-thinking what we are doing now. Does it add value? Challenging the status quo, the tradition, the 'grand-father effect' and its consequences. Reaching the balance between the retention of the experience from the *wise man* and the minimisation of non-value adding activity utilising *fat-cutting* concepts.
- Quality in the modern and current scenario – reaching the balance and delivering value added at sterling quality levels:
 - Can we afford to invest in quality these days?
 - The 'backfire' consequences of non-quality (PONC).
 - **Remember!** Irrespective of whether you fish it, you farm it, you breed it, you mine it, you manufacture it, you mill it, you brew it, you construct it, you simply sell it, or you dance it or sing it.... no matter what you do – *you must generate value for your customers!*
- Principles for improved performance – the basis behind a quality system.

DAY 2

- The **Customer Focus** point of view for all your team within the organisation – the secret to your business success.
- The understanding of quality management systems **requirements** within our enterprise – any sector any size:
 - Model for ISO9001:2008 Quality Management System Requirements in the light of a Lean enterprise;
 - Cross the link between the requirements of ISO9001 and Lean concepts – cutting out the fat – building on concrete evidence of a functional system;
 - Process measurement and a continuous systematic improvement approach.
- Analysis of the weaknesses and failures in Traditional Quality Management Systems – is it the Quality Manager's responsibility?
 - Who does the quality manual belong to?
 - Who is responsible for improvement and progress?
- Pre-assessment panic!a common sight?
- The true value of implementing a quality management system based on effective improvement programmes that spread across the organisation.
- Typical implementation project plan for a quality management system based on
 - business process optimisation,
 - documented systems and methods,
 - effective performance measures and evidence of performance improvement,
 - corrective and preventive action that yields real elimination of the root causes,
 - customer-centric attitudes,
 - an **Excellence** driven organisation.

DAY 3

- The true value and benefits of systematic continuous monitoring of the quality management system through critical internal auditing techniques.
 - Concepts of internal auditing processes,
 - Critically evaluating and analysing the process,
 - Fact based approach (building the evidence to demonstrate the effectiveness of the quality management system),
 - Challenging the *status quo*,
 - Addressing the outcome – the way forward at achieving improvement.
- **Reactive** and **Proactive** approach to achieving improvement and problem solving.
 - Measuring the quality of our process,
 - Reducing the error opportunity in our process,
 - Keeping matters in control!
- A detailed look through the various **tools** and **techniques** made available for us to exploit in our venture to achieve business excellence.
- **Lean Quality Management techniques** – the old and new tools for seeing and eliminating waste: Pareto Diagram and ABC Analysis – Cause & Effect Diagram (Ishikawa Diagram) – Relations Diagram – Tree Diagram – Matrix Diagrams – PDCA – Bar Charts - the 5W2H approach – the 5Why method – SPC and other statistical tools – Quality Circles – Process and Value Stream Mapping – Spaghetti Diagram – Flow Charting – Poka-Yoke and others.
- **Innovative and Creative Thinking**. How traditional **Problem Solving** should be adapted and enriched with creative ammunitions to generate solid improvement.
- Leading the innovation path and implementing improvements through a structured change management approach.

For further, comprehensive details, please visit
<http://www.scodanibbio.com/malta2011/>