

## Overview:

Quality management enables companies to improve the strategic, tactical and operational processes as a way to enhance the top line to drive revenue.

By applying quality concepts you can develop efficient workflow, identify leading indicators of growth and become proactive about performance improvement. Measurement of performance is one of the five fundamental phases in the quality management. Once you begin measuring financial performance, you can begin to make modifications and improvements. Certified quality professional provides both a methodology for process improvement and a way to prove its value. These additions are above and beyond the “traditional”

## Workshop Content

- **Leadership and management in quality**
- Definition, similarities and differences
- Can leadership be taught and developed?
- Traits of a true quality leader
- Role of leadership in supporting quality management systems
  
- **Quality basics and definitions**
- Definition and concept of quality
- History of quality
- Benefits of implementing a quality model
- Review of common quality models
- Review of quality gurus
- Quality philosophies
- Deming’s fourteen points
- Juran’s trilogy
- Crosby’s zero defect mindset
- House of quality and Quality Function Deployment (QFD)
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- Lean principles
- Quality models, awards and methodologies
- Malcolm Baldrige national quality award
- ISO9001

- Total quality management
- **Building teams in a quality management system**
  - Why team thinking is important in quality management projects
  - Barriers to teams achievements
  - Characteristics of effective teams
  - Team development cycle
  - Team members selection tools
  - **Project planning and estimation tools**
  - **Quality System**
  - Six Sigma methodology
  - **Quality Management Tools**
  - Lean tools Identify and use lean tools such as cycle-time reduction,
  - 5S
  - Justin-time (JIT),
  - kanban,
  - value stream mapping,
  - poke-yoke,
  - kaizen, and
  - overall equipment effectiveness (OEE).
  - Measurement systems analysis Define basic measurement terms: accuracy, precision, bias, and linearity. Understand the difference between repeatability and reproducibility in gauge R&R studies. (Understand)
  - Process capability Recognize process capability (Cp and Cpk,) and performance indices (Pp and Ppk). (Understand)

**For Whom:**

QualityManagers, quality Department heads , quality Executives , quality professionals,Incharges,Entrepreneurs, , Quality Heads, students .

## Methodology

- Games
- Exercises
- Stories
- Discussions

## Key Takeaways

❖ At the end of the workshop, you will be able to:

- Learn quality concepts
- Understand quality principles like lean , six sigma, 5s etc
- Understanding statistical techniques for quality
- Reducing defects using quality concepts
- Learn different methodologies for quality improvement.

## Facilitator Profile:

**Dr D Kanagaraj, (Certified Lean Six Sigma Master Black Belt professional) (Leadership trainer), Director, Pathmakeer360,**  
Dentist with Post Graduate Management degree from IIM, Lucknow comes with Management experience for over a 14 years. Has Extensive experience in Management consulting and training with an added knowledge in business planning and quality management techniques. Delivering training programs like lean, six sigma,,quality management, soft skills, sales improvement, profit analysis, business management and planning etc in various markets like, Manufacturing, Information Technology, Education, Insurance, Automobile, BPO, Healthcare, Pharmaceutical, Banking, Hotel Management, Facility Management, Food Processing, Edible Oil, Retail etc., with a special focus on six sigma Operations and Quality, etc.Experienced in ISO Accreditation and has knowledge in 5S standards. Coordinated for more than 100 lean six sigma quality projects.