

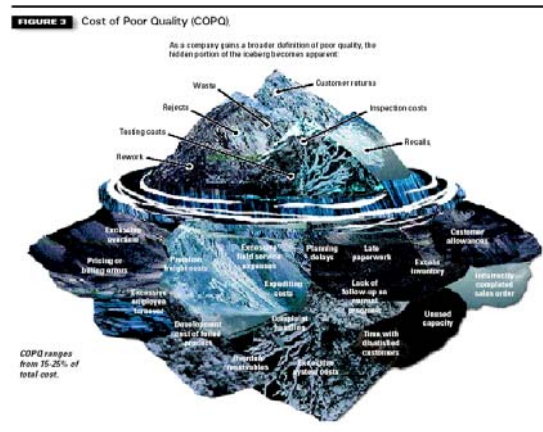
Quality Improvement Strategies and Methodologies 2 day Training cum Workshop

(A) Introduction

Organizations are always striving to improve their profit margins. To do so organisations need to reduce cost and increase revenues.

Quality improvements strategies are applied to improve product features and customer satisfaction leading to improved revenue. And also to reduce deficiencies like reduced waste, cost or rework leading to reduced cost. In both the cases Quality improvement leads to beneficial change for an organisation and positively impacts bottom line.

According to “The Tip of Iceberg” article published in Quality Progress, May 2001 issue, typically Cost of Poor Quality is in the range of 15 % to 25 % of total cost. For an organisation with USD 100 million of annual total cost, the Cost of Poor Quality works out in the range of USD 15 to 25 million per year.



Much of this cost (Cost of Poor Quality) is hidden and hence not computed. Organizations usually focus and compute only visible cost like defective products, customer returns, warranty payments, rework, cost of testing etc. Hidden costs e.g. Pricing errors, Staff turnover, Complaint handling cost, Overdue payments, Time with dissatisfied customers etc. can be in the range of 10 to 20 % of total cost and are rarely discovered. This provides huge opportunity to save cost and improve profit margin.

Techniques like Lean, Six Sigma, Business Process Reengineering, Cost of Poor Quality, Process Improvement etc. can help organisation discover hidden costs and reduce visible and invisible costs thereby directly improving the profit margins and positively impacting the bottom line.

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(B) Course Objective

To learn/ enhance concepts, principles and techniques of quality and process management and improvement methodologies like Six Sigma, Business Process Reengineering, Lean and Kaizen to improve quality, cost, service and delivery of products, processes and services.

(C) Key Contents of the Workshop

1. Fundamentals of:
 - a. Quality Management
 - b. Process Management
 - c. Process vs. Functions
 - d. Cost of Poor Quality
 - e. Undesirable consequences of poor quality
 - f. Cost of poor quality
2. Quality Improvement Strategies and Methodologies to improve business performance – reducing cost, cycle time, errors and improving internal and external customer satisfaction.
 - a. Six Sigma
 - b. Business Process Reengineering
 - c. Lean
 - d. Kaizen/ MUDA
3. Quality improvement basic tools
4. Quality Improvement Process:
 - a. Key steps
 - b. Workshop - Developing a Quality Improvement Process
 - c. Establishing critical measures of Process efficiency and effectiveness
5. Key Challenges and lessons learnt in successfully implementing Quality Improvement Program.





(D) Expected Benefits of Attending the Training

- Improved understanding of the concepts of quality, process and quality improvement strategies, methodologies and basic tools.
- Participants will be able to make the right selection of quality improvement strategies and methodologies.
- Typical quality improvement process developed and ready to implement to reduce cost, time and improve quality, service and delivery.
- Improved management of business processes leading to improved and consistent quality and delivery.

(E) Other Details Pertaining to the Workshop

- Duration of the Training and Workshop : 2 days
- Maximum number of participants: 25.
- Course material will be provided to each participant.

(F) Who Should Attend

- *Professionals from disciplines like:*
 - *Strategy*
 - *Projects;*
 - *Production;*
 - *Maintenance;*
 - *Procurement;*
 - *Logistics/ Stores;*
 - *Sales;*
 - *Product Development/ Design;*
 - *Customer service/ After Sales Service;;*
 - *Business Excellence/ Quality etc.*

(G). Tutor Profile: Mr. Sunil Thawani

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Mr. Sunil Thawani is the Chief Executive Officer of M/s. Quality Indeed Consulting Services, Canada and currently based in U.A.E. He is a leading management professional with a successful track record of assisting many organizations to successfully transform and improve their business performance in terms of quality, cost, speed, service, accuracy, delivery and win prestigious business excellence awards with highest scores to date. He is the Author of a book titled "Business Excellence Awards – Strategies for Winning".



His area of expertise is in the field of Business Excellence (EFQM Model), Six Sigma, Reengineering, Gemba Kaizen, Service Quality, ISO:9000, Corporate Governance, Strategy deployment and Performance Management etc.



He is Chairman of Continual Improvement sub group, Dubai Quality Group and American Society for Quality (ASQ) Country Counsellor, UAE and 1st Fellow of ASQ in the GCC. His work can be accessed at www.qualitywaves.com



Sunil Thawani

He has held senior management positions in manufacturing and service organizations like Sama Dubai, Union National Bank, Adnoc Distribution, Steel Authority of India Limited etc.

(H) Contact

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