

Quality Fundamentals

Customers rely on Quality, Cost, Delivery Time, Reliable Service and to an increasing level, Technology when doing business or purchasing our products or services. Quality impacts all five of these customer imperatives yet many of our staff do not understand the fundamentals and foundations for quality planning, mistake proofing, built in quality, product and service performance.

Why does quality matter?

To remain competitive or provide community service, we have to provide the best product and service possible to consumers and stakeholders. One thing is for sure, the current needs, demands and often conflicting requirements of customers and sponsors will continue to increase in complexity.

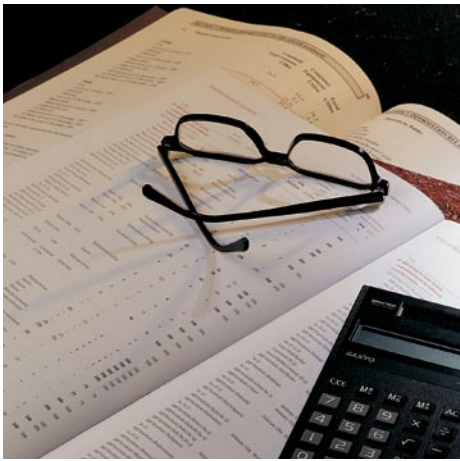
Quality is about:

- knowing what is expected and how to achieve the expected every time
- learning from what you do
- using what you learn to develop your organisation, its products and services
- achieving continuous improvement
- satisfying stakeholders and customers needs

This workshop is project based and is designed to give participants an applied awareness of advanced quality planning techniques, in process assurance and process control practices plus quality performance metrics and an understanding of the costs associated with quality.

All participants are expected to take part in class room activities and complete a small project back in their workplace for presenting and discussion in session two.

Participants are expected to raise current problems and issues relating to quality back at their workplace for discussion and added value from the workshop.



Workshop Content and Learning Objectives

This workshop will provide participants with basic knowledge, skills and techniques for the planning, improvement and assurance of systems, processes, product and service quality.

Participants attending this workshop will be introduced to the principles and fundamentals of quality planning, standardised work, quality systems, mistake proofing, corrective action, Quality Assurance, Quality Control and Continuous Improvement.

Day 1 (Session one)

- Lean Thinking and Lean Management Principles
- Supplier, Input, Process, Output, Customer (SIPOC)
- Critical to Quality (CTQ)
- Variable and Attribute Metrics
- Assure & Monitor
- Cost of Quality
- Quality Process Control Planning
- Define, Measure, Analyse, Implement and Control (DMAIC)
- Plan, Do, Check, Act (PDCA)
- Mistake Proofing (Poka Yoke)
- Autonomation – Automation With a Human Touch (Jidoka)
- Quality System Accreditation
- Corrective Action & A3 Reporting
- Standardised Work
- Workplace project selection and expectations

Day 2 (Evening Session)

- Review project presentations
- Discuss project issues and next steps
- Visual Management
- Performance Measurement
- Process Capability
- Repeatability & Reliability

What you take away

- A full set of workshop notes
- A completed small project