

**Soft-Train**



*At Soft-Train  
Technology Works*

# Quality Principles (2 Days)

**COURSE GOAL:** To enable the student to apply quality principles such as teamwork, quantitative decision-making and process improvement.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Understand the role of quality in leadership.
- Be able to apply the principles of quality when working with customers.
- Build a culture of Quality in the work environment.
- Be able to analyze quality through out the business process.

**KEY TOPICS:**

**I. New Management Model**

- A.** The New Management Model is Customer Driven
- B.** Focusing on Systems Thinking
- C.** Using the Baldrige Criteria to Assess Quality
- D.** Quality Improvement Increases Profitability

**II. Leadership**

- A.** Model of Excellence
- B.** Leading the Transition
- C.** Expressing Your Company's Values
- D.** Improving as a Leader
- E.** The Shift in Thinking

**III. Customer Focus**

- A.** Identifying Your Customers
- B.** Determining Customer Requirements

**IV. Strategic Planning**

- A.** Management by Planning
- B.** Business Planning Process
- C.** Strategic Planning
- D.** What Data and Information to Use

**V. Management**

- A.** Making the System Hum
- B.** Reviewing and Boosting Performance

**VI. Employee Involvement**

- A. Initiating and Sustaining Employee Involvement
- B. Empowerment
- C. Teamwork

**VII. Training**

- A. Determining Training Needs
- B. Whom to Train in What
- C. Delivering Training

**VIII. Reward and Recognition**

- A. How Recognition Programs Support the New Model
- B. How Performance Reviews Support the New Model
- C. How Compensation Supports the New Model

**IX. Employee Focus**

- A. Employee Loyalty = Customer Loyalty
- B. Strategic Management of Human Resources
- C. Fun Places to Work
- D. Determining Employee Satisfaction

**X. Customer Contacts**

- A. Improving Customer Contact
- B. Communicating with Customers

**XI. Design of Products**

- A. Designing to Customer Requirements
- B. Improving Design Quality
- C. Improving Design Process

**XII. Process Management**

- A. Identifying a Process
- B. Process Improvement
- C. Cheaper, Faster, Better
- D. Improving Processes

**XIII. Supplier Quality**

- A. Telling Suppliers What You Want and Getting It
- B. Bringing Suppliers In House

**XIV. Data Collection**

- A. Determining What Data and Information to Collect
- B. Making Sure Data and Information Are Useful
- C. Using Data and Information to Improve

**XV. Benchmarking**

- A. Preparing for a Benchmarking Study
- B. Gathering Benchmarking Information

**XVI. Corporate Responsibility and Citizenship**

- A. Incorporating Responsibility and Citizenship
- B. Becoming a Model Citizen

**XVII. System Assessment**

- A. Getting Commitment to the Assessment Process
- B. Who Should Do The Assessment
- C. Conducting a System Assessment
- D. Using Assessment Results to Improve