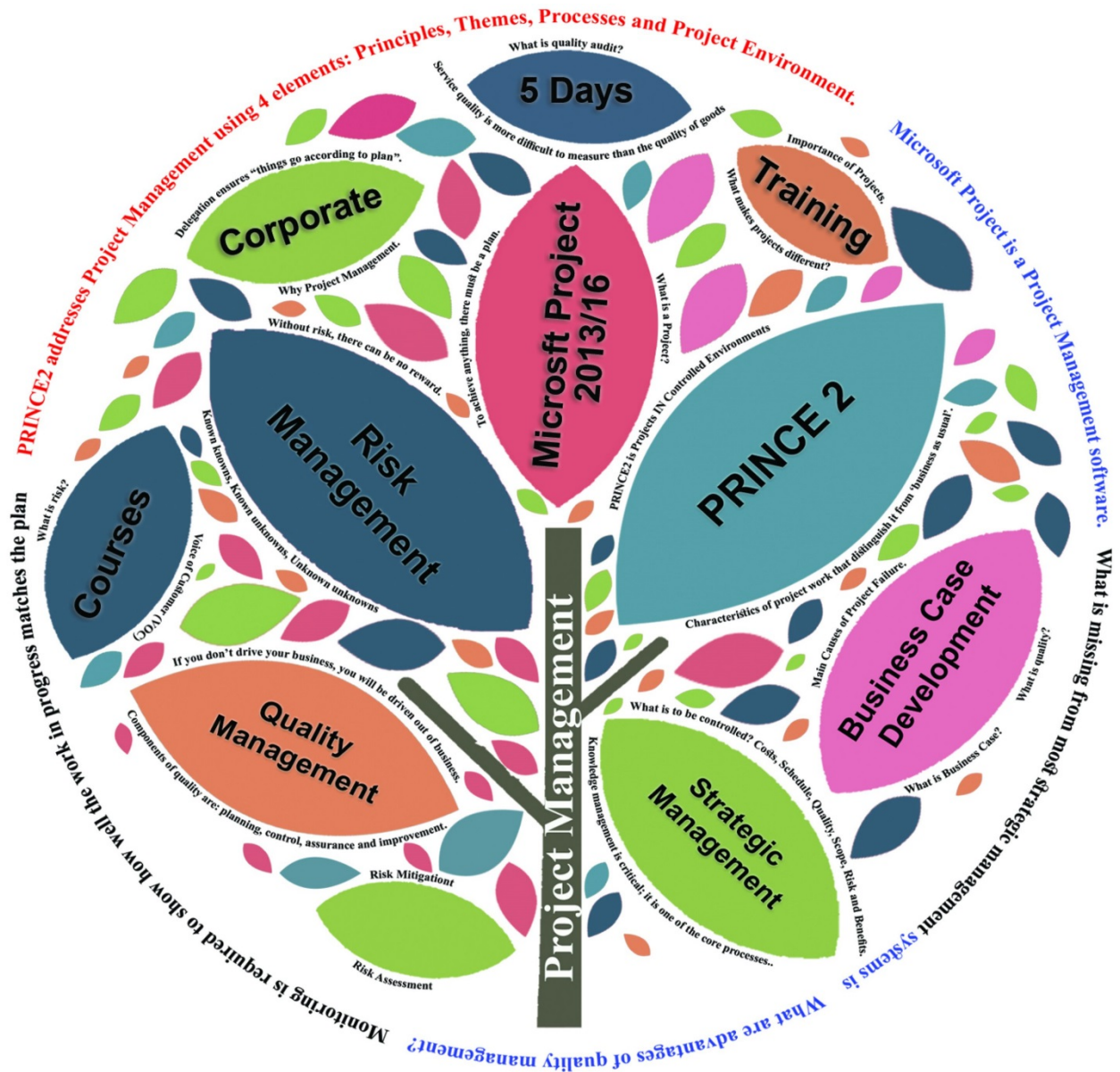




Quality Management



Introduction to Quality Management

- What is quality?
- Different views of quality
- How quality improves profitability
- Quality management activities flow
- P3 assurance
- Culture, leadership roles and responsibilities
- Organisational effectiveness
- Continuous quality improvements (Deming 14 Points, Six Sigma, 7 Tools of Quality)

Quality Models and Framework

- Quality Management System (QMS)
- Total Quality Management (TQM)
- Baldrige Quality Plan (PQP)
- Quality Planning vs Quality Control
- Determinants of service quality
- Quality Management Principles

TQM Tools

- Process performance metrics
- Voice of Customer
- Critical to Quality
- Just-in-Time (JIT)
- Ohno's seven wastes
- Toyota Production System (TPS)

Quality Standards Management

- Process approach
- Plan-Do-Check-Act (PDCA)
- Risk based thinking
- Quality audit
- Effective measurement system