



the Management Development Institute

business and management education since 1981

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Quality Management

Code: CT92-900

Duration: 1 day

Series: Business Management

Fundamentals of quality management

Defining quality management. Processes

Customer orientation

Understanding customer orientation
Benefits of customer orientation

Understanding current performance

Flow charts; Check sheets; Histograms
Run charts; Control charts

Causes of problems

Cause-and-effect diagrams
Pareto charts; Scatter diagrams
Interrelationship diagrams

The costs of quality

Relationship between quality and cost

Ideas and organisation

Brainstorming
Affinity diagrams
Activity network diagrams

Preparing to change processes

Management's role

A path for change

Process managers
Flow charts in process improvement

Implementing quality changes

Understanding processes
Measuring processes

After completing this course, students will know how to:

- ✚ Identify the concepts commonly associated with quality management, the role of management in implementing quality, the steps an organisation should follow to incorporate improvements into daily management, the ways in which variation leads to loss, select characteristics of common causes of variation, and identify frequent sources of variation.
- ✚ Identify the relationship between quality and cost, identify the benefits of establishing quality requirements for products and services, identify management's responsibilities for achieving conformance, and identify the costs of customer dissatisfaction
- ✚ Cont over.....



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After completing this course, students will know how to (cont.):

- ✚ Identify the characteristics of a customer-oriented organisation, the steps for becoming customer-oriented, the approaches to conduct customer research, the benefits of a customer-oriented organisation, and the financial incentives for developing loyal customers.
- ✚ Identify types of flow charts; create and analyse a flow chart, a check sheet, a histogram, and a run chart; and identify characteristics of a control chart.
- ✚ Create a cause-and-effect diagram, identify the general categories that can be used as main causes on a cause-and-effect diagram, create a Pareto chart and analyse it, create a scatter diagram and interpret it, create an interrelationship diagram, and identify the root causes.
- ✚ Sequence and follow the steps for brainstorming, identify the purpose of affinity diagrams, construct activity network diagrams, and identify the benefits provided by knowing the critical path of a project.
- ✚ Identify the goals management should achieve to prepare for leading business process improvement, and sequence the steps for planning improvements.
- ✚ Identify the qualifications needed in a process manager, the responsibilities of a process manager, the steps for establishing a process improvement team, the responsibilities of process improvement team members, and use flow charts in business process improvement.
- ✚ Identify the elements of a process that a process improvement team should understand, the characteristics of the quality management techniques used to streamline a process, and the aspects of a process that should be measured.

Prerequisites: None