

## #4 Quality Management

Course #	ODM Core 4.0	Instructor Name:	Jim Beswick
Classroom hours	9 (4 sessions)	Instructor Email:	jim@appliedperformance.ca
Independent working hours	8-24	Delivery	Classroom/Boardroom & onsite
Grading	Letter Grade Standard	Dates	Weeks 27-34
		Course capacity	8 max

Cost of quality, End versus in process inspection, trouble with quality systems

### Why we need it

Good quality keeps customers, bad quality is very expensive. The aim is always to get things right first time and if something goes wrong learn how to avoid making the same mistake again.

### Course Description

The course will introduce the trainee to quality management fundamentals, these are quality management as part of daily operations and quality improvement tools.

Quality as a fundamental part of daily operations management covers in process versus end of process inspection, building quality management into daily activities including standard operating procedures, critical inspection/control points and the human aspects of holding each other accountable.

The quality improvement element will cover the use of root cause analysis and 7 classic quality tools to identify and fix real problems and not just band-aid problems.

### Course Outcomes

Upon completion of this course, the participant will be able to:

- Demonstrate the real cost of quality problems to the organization
- Use SOP's and job sheets as the starting point for establishing quality management
- Explain advantage of in process inspection over end of process inspection
- Quality versus QM systems ISO9001 and others
- Operator, supervisor and management responsibility (no more ticking)
- Mistake proofing and Poke Yoke
- Demonstrate use of root cause analysis tools (5 Whys & Fishbone diagrams)
- The quality tools, Measles Chart, Pareto 80:20 rule, Check/Tally sheet, Control Charts, Scatter (Correlation) Diagram, Run Graphs
- Appraise how workplace communications, standard work and workplace organization contribute to quality management or hinder
- Identify changes necessary to workplace communications, standard work and workplace organization

### Course Delivery

Course delivery will be combination of classroom teaching and simulations, workplace visits and exercises. The course will conclude with a group project, where the trainees will either redesign current quality management project or undertake a quality improvement initiative.

The trainee will be graded on their participation in the classroom activities and the group project

### Course Modules

This course is organized into following modules

1. Quality management overview
2. Quality as part of standard daily work
3. Quality inspection strategies
4. Baking quality into a process (mistake proofing and Poke Yoke)
5. Root cause analysis
6. Classic quality tools

### Pre-requisites

Courses #1&2 needs to have been completed before this module can be delivered.

### Additional recommended materials:

No additional material is recommended for this course

### Grading Scheme

A – Excellent. Showing comprehensive understanding of the subject matter and its implementation to workplace

B – Good. Clearly shows comprehension or subject matter and its implementation to workplace

C - Satisfactory. Basic understanding of subject matter and its implementation to workplace

D – Marginal. Poor comprehension of subject matter and its implementation

F – Fail. Did not satisfactorily attend or participate in training