Joint Ventures · JV438

Quality Management and Six Sigma Tools

Duration	Category	Ref
1 Week	**Joint Ventures**	**JV438**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

This course provides participants with a comprehensive understanding of quality management principles and the key tools used within the Six Sigma framework to enhance organisational performance and service quality. Participants will explore the concepts of quality planning, quality assurance, continuous improvement, and process excellence, while gaining insight into widely used Six Sigma tools for analysing, monitoring, and improving organisational processes.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and foundations of quality management.
- Recognise the importance of quality in achieving organisational objectives.
- Identify the key concepts and methodologies of Six Sigma.
- Understand the role of quality management systems in organisational performance.
- Become familiar with common Six Sigma tools and their applications.
- Understand approaches for identifying process inefficiencies and improvement opportunities.
- Recognise the importance of data-driven decision-making in quality improvement.
- Support organisational initiatives aimed at achieving operational excellence.

Target Audience

- Quality Managers and Supervisors
- Operations Managers
- Process Improvement Professionals
- Project Managers
- Engineers and Technical Personnel
- Business Analysts
- Compliance and Risk Management Professionals
- Team Leaders and Department Heads
- Professionals involved in quality and performance improvement initiatives

Course Outline

Day 1

Foundations of Quality Management

- Evolution of Quality Management
- Quality Concepts and Principles
- Total Quality Management (TQM)
- Quality Assurance versus Quality Control
- Customer Focus and Quality Culture
- Cost of Quality and Organisational Performance

Day 2

Introduction to Six Sigma

- Overview of Six Sigma Methodology
- Principles and Objectives of Six Sigma
- Understanding Process Variation and Quality Performance
- Roles and Responsibilities in Six Sigma Programmes
- The DMAIC Framework
- Six Sigma in Different Industries

Day 3

Six Sigma Quality Tools

- Process Mapping Concepts
- Flowcharts and Process Visualisation
- Check Sheets and Data Collection Methods
- Pareto Analysis
- Cause-and-Effect (Fishbone) Diagrams
- The 5 Whys Technique
- Histograms and Basic Data Interpretation

Day 4

Performance Measurement and Continuous Improvement

- Key Performance Indicators (KPIs)
- Process Performance Monitoring
- Root Cause Analysis Concepts
- Risk Identification and Quality Improvement
- Continuous Improvement Frameworks
- Quality Audits and Performance Reviews

Day 5

Building a Culture of Quality Excellence

- Leadership and Quality Management
- Change Management and Continuous Improvement
- Integrating Quality into Organisational Strategy
- Best Practices in Quality Management
- Lessons Learned from Successful Quality Initiatives
- Emerging Trends in Quality and Process Excellence

Ask us for a date for this course

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