Project &Quality Management · PQ132

Business Improvement & Quality Techniques

Kuala Lumpur · 30 Nov 2026 - 4 Dec 2026

Date	Venue	Duration
30 Nov 2026 - 4 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**PQ132**	**English**

Introduction

Business improvement has been defined as the process of'moving from one state to one that is thought to be better,' usually through some action or intervention intended to cause that change and improvement. If you want to improve the business, you should document all of the current processes within the organization. Improvements are frequently modeled and changes are implemented after they have been captured in their current form. These processes must also be easily shared by employees so that they can easily find, use, and refine the method further - this is frequently how organizations successfully implement continuous improvement in their organizations.

In a digital world, we sleep. Customers have a stronger voice than ever before thanks to social media behemoths like Twitter, Facebook, and LinkedIn, and businesses are taking notice. The fashion industry has had to pick itself up, buy a new suit and tie, and act like a grown-up. Consumer behavior and concerns cannot be ignored in a world where business competition has become so fierce, and intrinsically, the definition of business improvement has been largely re-defined by targeting consumers and creating buyer personas, so that the efficiency with which we are ready to target potential buyers has become somewhat of a science.

Businesses address quality because customers want it, and customers want it because other companies with quality awards told them they deserved it so those same companies could stand out - and here we are today, with quality as a defining characteristic of business improvement.

This Business Improvement & Quality Techniques training course will help you understand and be prepared to implement recognized Best Practice tools and techniques aimed at maximizing both business and individual performance. Improvement methodologies such as Kaizen, Lean, and Six Sigma provide businesses with an alternative method of instilling business process improvement principles within their corporate culture to aid in the implementation of Total Quality Management and Continuous Improvement.

Highlights include:

- Understanding how business process improvement and quality techniques can support business

strategy and achievement of strategic goals
- The role of process and quality improvement in performance management systems
- Understanding Lean and where the tools and techniques are often applied
- The importance of teamwork to make sure benefits are maximized and maintained
- How to use corrective actions within the 5S Model?
- Understanding TPM and OEE
- Using the Six Step Approach to Problem Solving
- Using Statistical Process Control to enhance and sustain the standard of a process

Course Objectives of Business Improvement & Quality Techniques

This training course is meant to realize some key objectives. At the top of the session, you'll find out how to:

- Understand the context during which business process improvement and quality techniques support business strategy and high-level strategic goals
- Recognize the importance of business process improvement in performance management
- Apply 5S and Visual Management techniques to reinforce process control
- Capitalize on the advantages of teamwork within the Lean model
- Apply structured problem-solving techniques to enhance performance
- Identify where the 6 Big Losses are and choose the acceptable action decide to gain the most important benefits
- Understand SPC and the way to enhance and control quality performance

Course Methodology of Business Improvement & Quality Techniques

This Business Improvement & Quality Techniques training course will combine presentations with facilitated discussions, interactive practical exercises, small-group activities and practical written and video case studies. A key element during this process is to find out from each other’s ideas, so all contributions are valuable. we'll utilize real case studies to point out how we've applied during a “real world” environment. The training course format is meant to create on the previous session by utilizing the training points gained during a logical step by step approach.

Organizational Impact of Business Improvement & Quality Techniques

The organization will enjoy this training course in the following ways:

- Alignment of business process improvement and quality techniques with business strategy and high-level strategic goals
- Application of business process improvement techniques in performance management
- Enhanced process control through the applications 5S and Visual Management techniques
- Workplace problems are resolved in structured problem-solving techniques to enhance performance
- Reduction within the 6 Big Losses of company machine and equipment
- Improvement in process control and quality performance through wider application of SPC

Personal Impact of Business Improvement & Quality

Techniques

The participants of this Business Improvement & Quality Techniques training course enjoy many benefits personally and professionally within the following manner:

- Greater understanding of the context during which business process improvement and quality techniques
- Support business strategy and high-level strategic goals through applications of improvement techniques
- Enhance performance management through higher recognition of the importance of business process improvement
- Contribute to the appliance of 5S and Visual Management techniques to reinforce process control
- Become a far better team player within the Lean model
- Apply structured problem-solving techniques to enhance performance
- Choose the acceptable action to decide to reduce the 6 Big Losses of the company’s machine and equipment
- Apply SPC techniques to enhance and control quality performance

Target Audience of Business Improvement & Quality Techniques

This training course is suitable for professionals who would really like to require a wider perspective on how they will improve their business while ensuring all team members are given opportunities to contribute to the improvements. this may ensure any gains made are both supported and sustainable.

This training course is suitable for a good range of execs but will greatly benefit:

- Team Leaders
- Business Managers
- Production Personnel
- Senior Professionals

Course Outlines of Business Improvement & Quality Techniques

DAY 1

Strategy Deployment

- Vision, Mission & Purpose
- Strategy Mapping
- What is Strategy? - a summary of its Aims and Purpose
- Strategic Management Tools
- How business process improvement supports strategy?
- Using Strategy Maps to spot Areas for Business Improvement
- Effective Strategy Execution
- Designing and Using Effective Performance Management Systems
- How do business process and quality improvement fits in?

DAY 2

Performance Management

- Process Management
- Business Process Simulation
- Key Performance Indicators
- Balanced Scorecards (BSC)
- The Toyota Production System (TPS) – A Philosophy Built on Lean
- The 4P’s of Lean Principles (Philosophy, Process, People & partners, Problem Solving)
- The 14 Principles of Lean
- Lean Awareness
- Definition of Lean
- What Lean Entails?
- Traditional vs. Lean
- Six Key Principles of Lean
- Cost Reduction and Lean Principles
- Barriers to Implementing Lean
- Understanding the inspiration and Pillars of Toyota’s ‘TPS House’
- Benefits of Lean to the Business & Employees
- The Five Phases of Lean Implementation
- Key Tools of Lean
- What is Value?
- The Three M’s of Waste
- Value Stream Mapping
- Measures of Performance
- The 7 Wastes
- 5S Workshop Management
- Visual Management
- Product Cell Design
- SMED Techniques
- Takt Time
- Line Balancing
- Process Capability
- Pull vs. Push
- Team Empowerment

DAY 3

Process Excellence

- Six Sigma Methodologies
- 8D Problem Solving Process
- Tools & Techniques for Problem Solving
- Histograms
- Pareto Analysis
- Cause and Effect Diagrams
- 5 Why’s Analysis
- Brainstorming
- Mind-mapping
- Paired Comparison

- Risk Management
- Failure Mode & Effect Analysis (FMEA)
- Kepner / Tregoe Rational Problem-Solving Method

DAY 4

Performance Tracking & Monitoring

- The Meaning of Quality
- Quality Control
- Attribute and Variable Methods of Measurement
- Frequency Distribution
- Normal and Non-Normal Distribution Curves
- Standard Deviation for Normal Distributions
- Process Improvement Stages
- Machine Capability
- Cp / Cpk Interpretation
- Statistical Process Control
- Definition of SPC
- Common and Special Causes of Variation
- The Five Influencing Factors
- Introduction to SPC Charts
- Concern and Corrective Action Logs

DAY 5

High-Performing Work Teams

- Organizational Values & Culture
- Cultural Frames of Reference
- Four Layers of Culture
- The Cultural Web
- A Lean Culture
- People and Lean
- Effective Teamwork
- The Power and Roles of Teams in Lean
- Characteristics of Effective Teams
- Stages in Team Development
- Belbin’s Team Roles
- Team Role Questionnaire and Consideration
- Individual Team Characteristics (The Adair Model)
- Relating the training Points to the important World
- Effective Team Leadership
- Consensus Reaching Tools and Techniques
- Facilitation and training Skills

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