



CONTINUING EDUCATION

Quality Tools & Methods Overviews

CEQAL - 507

Organizations often do not utilize the full range of quality and productivity improvement tools that are available. Others utilize quality and productivity improvement tools in an isolated, sporadic fashion, thus losing much of the benefit that could be gained from a synergistic use of the tools. This short, intensive course provides a general, high level understanding of the primary continuous improvement tools and begins to explore how these tools can be used together to generate improvements in productivity and quality.

Who Should Attend: All individuals that will be managing or participating in a quality improvement program or that require a fundamental knowledge of continuous improvement tools and how they fit into a strategy of quality and productivity improvement. Engineering, quality, manufacturing, supplier quality, purchasing, managers, plant floor personnel, or other persons/areas of an organization can benefit from this seminar.

Prerequisite: None

CEU's Credit: 0.4

Duration: 4 Hours – 1/2 day course

Course Content: **What are quality and productivity?**

Product vs. process thinking

- The product control loop
- The process control loop

Integrating tools into the process improvement loop

- Statistical tools
- Quality system tools
- Lean tools

Tool Review

- Core tools
- Statistical tools
 - Statistical process control
 - Measurement system assessment
 - Design of experiments

- Applied statistics
- Quality system tools
 - Advanced quality planning
 - Quality function deployment
 - Failure mode and effects analysis (design and process)
 - Project management
 - Team problem solving
 - Mistake proofing
 - Product part approval process
 - Quality system auditing
- Lean tools
 - Value stream mapping
 - 5S
 - Standardized work
 - Pull systems

Tools and Methods Structures

- Six Sigma
- ISO 9001:2000
- ISO/TS 16949:2001

Case Studies

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar.