

QUALITY AND ITS IMPACT ON PERFORMANCE

TOTAL QUALITY MANAGEMENT

Total Quality Management remains the most potent holistic approach in moving the entire organisation to excellence and the attainment of its purpose.

Providing a logical and consistent framework for quality standards implementation, its concepts and tools touches the essence of business and transforms its People, Processes, Products and Services. This training and its implementation will provide far reaching solutions that will make your organisation more successful.

What will they learn?

Participants will:

- Be filled with passion to renew the quality of their work
- Become focused on organisational purpose and performance objectives
- Define precisely work processes and outputs
- Set-up process and output measures
- Identify processes for immediate improvement(s) in their work situations
- Learn how to work as team and reduce interdepartmental conflicts
- Imbibe cost and waste reduction approaches

CONTENTS

- Why TQM
- Evolution of quality management
- Total quality concept
- Eliminating waste and non-conformances with agreed output quality
- Quality delivery process
- Cross-functional process management
- Continuous improvement process methodology and tools
- Implementation framework
- Senior management responsibilities
- Managing the change process

Who should attend?

Management Trainees, Officers, Managers and Senior Management of forward looking organizations

Fee

N34,500.00 per participant

Duration

3 Days

QUALITY CUSTOMER SERVICE CONTINUOUS PROCESS IMPROVEMENT AND MANAGEMENT

For organisations that are built to last, the principle of continuous improvement in work processes is not only enshrined in their operating practices, but also in staff attitudes. A healthy process is one that is constantly measured for cost effectiveness, quality and quantity of output. Processes must be kept flexible, fast and effective and simple if possible.

Elimination of waste and cross functional approach to management of key processes are the positive outcomes of this program.

What will they learn?

Participants will:

- Acquire continuous improvement orientation
- Believe in collaboration for improvement
- Identify weak processes
- Learn analytical approach to continuous improvement
- Understand steps in process redesign
- Know processes certification criteria (i.e. ISO 9002 etc.)

CONTENTS

- Quality management overview
- Building collaboration and teamwork for process improvement
- Identifying processes for improvement
- Cost of quality approach
- Charting work process flow
- Use of relationship maps
- Redesigning work processes
- Continuous improvement tools
- Installing a 'new' processes
- Process certification criteria
- Management responsibilities
- Action planning

Who should attend?

Officers and Managers responsible for improving work output

Fee

N36, 000.00

Duration

Three days