



London Elite Centre



Business Improvement & Quality Techniques

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<https://londonelitecentre.com>



Business Improvement & Quality Techniques

Start date:2023-05-29

End date:2023-06-02

Location:Berlin

Price: \$5750

Business Improvement & Quality Techniques Course Objectives

- Understand the context in 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 enhance process control
- Capitalize on the benefits of teamwork within the lean model
- Apply structured problem-solving techniques to improve performance
- Identify where the 6 Big Losses are and choose the appropriate action plan to gain the biggest benefits
- Understand SPC and how to improve and control quality performance

Day 1

Strategy Deployment

<p></p><ul style="margin-top:0;margin-bottom:0;padding-inline-start:48px;"><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:14pt;margin-bottom:0pt;" role="presentation">Vision, mission & purpose</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Strategy mapping</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">What is strategy? - An overview of its aims and purpose</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Strategic management tools</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">How business process improvement



supports strategy?</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Using strategy maps to identify areas for business improvement</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Effective strategy execution</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Designing and using effective performance management systems</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:14pt;" role="presentation">How business process and quality improvement fits in?</p>

Day 2

Performance Management

<p></p><ul style="margin-top:0;margin-bottom:0;padding-inline-start:48px;"><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:14pt;margin-bottom:0pt;" role="presentation">Process Management.</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Business Process Simulation.</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Key Performance Indicators.</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Balanced Scorecards (BSC).</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">Lean Awareness.</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:14pt;" role="presentation">Key Tools of Lean.</p>

Day 3

Process Excellence

<p></p><ul style="margin-top:0;margin-bottom:0;padding-inline-start:48px;"><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:14pt;margin-bottom:0pt;" role="presentation">Six Sigma Methodologies.</p><li dir="ltr" style="list-style-type:disc;font-size:10pt;font-family:'Open Sans',sans-serif;color:#212529;background-color:transparent;font-weight:400;font-style:normal;font-variant:normal;text-decoration:none;vertical-align:baseline;white-space:pre;" aria-level="1"><p dir="ltr" style="line-height:1.2;background-color:#ffffff;margin-top:0pt;margin-bottom:0pt;" role="presentation">8D Problem Solving



Process.

- Tools & Techniques for Problem Solving.
- 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.



Interpretation.

- Statistical Process Control.
- Concern and Corrective Action Logs.

Day 5

High Performing Work Teams

- Organisational Values & Culture.
- Effective Team Leadership.
- Effective Teamwork.
- Consensus Reaching Tools and Techniques.
- Facilitation and Coaching Skills.