

QUALITY IMPROVEMENT METHODS AND TECHNIQUES

Successfully execute quality improvement activities

Overview

Modern quality improvement methods and techniques give individuals and teams the ability to analyze problems systematically, develop solutions thoroughly and plan deployment successfully. Furthermore, the use of these methods and techniques gives you the chance to shorten the project life cycle.

Goal

After the workshop participants are able to use the modern quality improvement methods and techniques efficiently and effectively in their daily work, particularly within quality improvement projects.

Topics

- Definition of a quality improvement project
- Deployment of a quality improvement project
- Successful use of quality improvement methods and techniques
- Quality improvement methods and techniques
 - Flow Chart
 - Pareto Analysis
 - Force-Field Analysis
 - Affinity Diagram
 - Cause/Effect Diagram
 - Decision Matrix
 - Histogram
 - Scatter Diagram
 - Brainstorming
 - Personal Quality Improvement (PQI)
- Storyboarding (Case Work)

Benefits

- Define a quality improvement project
- Understand the structure of a quality improvement project
- Design Check Sheets, Checklists and other diagrams
- Apply Flow Charting techniques on the job
- Use different types of charts (i.e. Affinity Diagram, Pareto Diagram, etc.)
- Interpret Histograms, Scatter Diagrams and other diagrams
- Use techniques to improve your own personal quality
- Understand in which situation you use certain methods/ tools (through the application of a Case Work)

Who should participate?

This workshop is designed for Department Managers, Managers working in the field of Quality, Project Leaders, Project Members.

Documentation / Certificate

Participants receive workshop documentation, a case study as well as the TQMCG Guides for Quality Improvement Methods and Techniques. The workshop participants receive a certificate of attendance.

Workshop Coach



Mr. Ralf J. Schoss is a senior consultant of TQM Consulting Group Inc. (TQMCG). He is a senior project leader and senior coach of international process improvement projects.

Mr. Schoss has more than 20 years of practical experience in various leadership positions within IT organizations. He is a certified teacher for physics and mathematics, a Business Manager (IT),

Process Manager / Process Controller, a certified EFQM European Excellence Assessor, a certified KTQ® Hospital Consultant and a certified iGrafx Software MasterTrainer. Mr. Schoss is a Member of the American Society for Quality (ASQ) and the International Project Management Association (IPMA).

DISCOUNT
for members of the
Saudi Arabian Quality
Council!

Duration	2 days	
Dates	Place	Registration until
April 22-23, 2009	Jeddah	March 15, 2009
April 29-30, 2009	Riyadh	March 15, 2009
May 5-6, 2009	Dubai	March 15, 2009

Working Hours 8:00am to 3:30pm

Language English

Fee SAR 4,000.-* / AED 3,850.-*

* includes workshop documentation, lunch and refreshments

SPECIAL OFFER

Members of the Saudi Arabian Quality Council (SQC) receive a 10% discount on the regular workshop fee.

The training is provided by our partner **TQM Consulting Group Inc. (TQMCG)**, Switzerland, licensed by the European Foundation for Quality Management (EFQM), Brussels. TQMCG is corporate member of the Dubai Quality Group (DQG) and the Saudi Arabian Quality Council (SQC).

REGISTRATION FORM

Fax registration to:

Fax +41-44-880-2120

Mail registration:

Institute for Total Quality Management
Baulerstrasse 20
CH-8152 Zurich-Glattbrugg
Switzerland

Personal Information

Mr. Ms. Title _____

First Name _____

Last / Family Name _____

Job Title _____

Organization _____

Department _____

Address _____

Zip Code/City _____

Country _____

Phone _____

Fax _____

E-mail _____

Member of:

Saudi Arabian Quality Council (SQC)

member ID #: _____

Date _____

Signature _____

Quality Improvement Methods & Techniques

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Members of the **Saudi Arabian Quality Council (SQC)**, receive a **10% discount** on the regular workshop fee. This discount cannot be accumulated with other discounts.

Registration

Please return the completed application form by mail, fax, or e-mail. A maximum of 20 people can participate in this workshop. Registrations will be accepted in the order that they are received/paid.

Language

The workshop is conducted in English.

Payment

The invoice for the workshop will be mailed to you when your registration is received. The participation fee must be paid before the final date for registration.

Discount for participating teams

Receive a 10% discount for each participant if 3 or more people from the same organization register together. This offer can not be combined with any other special offer.

Services

The workshop fee includes: Full-time coaching by Mr. Ralf Schoss, TQMCG workshop material, welcome coffee upon arrival, coffee breaks, daily international lunch buffet, basic stationery kit, mineral water.

Hotel Room

Information about special room rates can be obtained upon registration.

Cancellation

For cancellation after the final date for registration, 70% of the participation fee will be charged. Substitution at least one week prior to the workshop will be accepted.