Quality – Quality Management That Works

Title of Course:	*Quality Management That Works*	Length of Course (# of Hrs/Days):	8 hrs/ 1 day
Total Price of Course: Price Per Participant		Minimum and Maximum Number of Participants:	12-24

Description

Quality Management That Works provides an in-depth view of how to design and implement a Quality program that actually makes a difference in the results of an organization. This offering takes the mystery out of quality, explains why quality is still relevant if defined and scoped properly, and provides a roadmap for successful execution. Course content also includes a clear definition of quality and its application to organizations, the primary customers of quality, how to successfully launch a quality effort, reasons behind failed quality programs, practical quality models and tools, and key strategies to engaging and empowering employees in quality management and application. This workshop is highly interactive and experiential. Because of its modular nature this workshop can be shortened, lengthened, or spread out into 4-hour blocks based upon the client's needs. Workshops can be delivered in standard form or can be carefully customized and tailored to specific client needs and cultures.

Who should take this course?

- Federal, Tribal, Government or Civilian Agency leaders and employees who will be involved with a quality program, transformation, or implementing strategic initiatives.

What participants will gain:

Participants will leave with a draft of a quality management program roadmap that can be turned into an actionable plan once back from the workshop. This workshop will provide the skills, knowledge, and expertise necessary to create a successful quality management program. Templates and tools will be provided that will enable participants to return to their organizations confident and eager to fulfill their role in leading a quality program, transformation, or implementing strategic initiatives. This workshop is noted for its high impact nature in terms of knowledge retention and skill application due to it being founded upon a proven, three-phase approach to learning:

Phase 1: Workshop preparation (pre-work)

Phase 2: Workshop event (training event)

Phase 3: Workshop application (post workshop application assignments)

Course Content

Defining Quality

- Learn that quality is defined in the eyes of customers and stakeholders and is given context by an organization's mission, vision, values, and strategic initiatives.
- Understand the history of quality management and the different tools and techniques that are commonly used.

Applying Key Models and Tools in Quality Efforts

- Learn the OSD model that allows change management efforts to analyze issues and design quality solutions.
- Review key tools, such as the Voice of the Customer and Customer Touch Points, that allow for detailed analysis and data gathering.
- Understand the importance of aligning processes, structure, and systems to drive better quality.
- Review the importance of metrics and scorecards in measuring and tracking quality.
- Explore the roll of training in quality management – it might not be what you think it is.

Launching a Quality Program

- Determine the key roles necessary in every quality effort – Sponsor; Steering Committee; Quality Management Office; Communication Champion; Quality Teams.
- Charter the necessary teams to analyze and install quality improvement ideas.
- Create a draft of a dynamic quality improvement roadmap and plan.

Overcoming the Restraints to a Quality Culture

- Understand the reasons cultures resist becoming cultures of quality.
- Use whole-brain techniques to implement the three key strategies to overcome resistance to change – education, communication, and involvement.
- Explore the few critical success factors that will ensure quality programs to flourish.
- Mobilize the workforce around the quality initiatives.