

Quality & Process Improvement

"Improvement and quality are at the heart and soul of lean operations"



- Lean and six sigma working together
- The Seven Basic Quality Tools
- Development of Culture and Behavior
- Customer Value Measurements
- Strategic Quality Management
- Holding the Gains

Course Overview

Strategic Quality Management (SQM) is a management approach to long-term success through customer satisfaction. SQM has expanded outside manufacturing organizations and now leading Service, Health care, Retail and Financial companies around the world have embraced the program as a powerful advantage. In this course, you will learn many of these tools "hands on" and will be able to assess your own organization.

Who Should Attend?

The Appropriate Team Structure suggests that management, workers, facilitators, and support people will all benefit from: hands-on tutorial of the tools that are used to make processes defect free in your organization; Cost of Quality exercises that will illustrate how the cost of quality calculation points to the high priority issues in the organization.

SVA Mission

As a team of master educators, SVA is committed to improving the bottom line and achieving fast sustaining ROI of our clients. Moreover, understanding that our associates are our greatest assets, we've coined the phrase "people first," as a constant reminder to the foundation of our success.

National Certification

Upon completion of the course, students will be issued a national recognized certificate accredited through SVA, known as the *Business Process Analysis & Transformation Certificate*. The certificate is nationally documented by numerous Fortune 500 companies, and will give any management team the certification necessary to remain competitive and versatile in today's global market.

"SVA Certification Programs, education for tomorrow's decision makers."



FOR MORE INFORMATION CONTACT US
AT OUR CORPORATE HEADQUARTERS

P.O. Box 630, E.Windsor, CT 06088
Tel: 860-292-1256 Fax: 860-623-0819
www.strategicvisionalliance.org