

# QUALITY & LEAN THINKING

## Quality 101: An Introduction

Wednesday, April 13, 2005 - 7:45 a.m. to 11:45 a.m.  
Red River College, 160 Princess Street, Room P1-07

Quality is a competitive weapon. Learn how your organization can gain the competitive advantage it needs through quality management techniques taught in this workshop. Understand the philosophy and techniques that result in customer satisfaction and will enable your company to move forward in our ever-changing environment. Learn how to simultaneously create a *Win, Win, Win* scenario for your customers, your employees and your organization.

Key points of this workshop:

- Quality as a management method;
- Quality's purpose in maintaining our culture and industry;
- Quality's value approach in manufacturing and service industries; and
- Quality's foundation and how it is used for growth and competitive advantage.

### Part 1 - The Quality Evolution

Introduction to Quality  
Total Quality in Organizations  
Philosophies and Frameworks

### Part 2 - The Management System

Focus on the Customer  
Leadership and Strategic Planning  
Human Resource Practices  
Process Management  
Performance Measurement

### Part 3 – Tools for Quality Control

Six Sigma  
Statistical Thinking  
Design for Quality  
Process Improvement Tools  
SPC – Statistical Process Control

About our presenter: **Raymond Oakley CET, CPIM**

*Mr. Oakley combines quality management theory and practices with his in-depth knowledge of the business supply chain, various manufacturing organizations and service issues. A seasoned instructor with "hands-on" experience in quality assurance, management, project management, manufacturing planning, design and all types of production operations, he is able to relate how the theory of Quality applies to the real-life workplace.*

## Register:

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