



Quality 101: An Introduction

Wednesday, October 26, 2005 - 7:45 a.m. to 11:45 a.m.

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 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

This workshop is eligible for 3 credits in QNET's **Certificate in Management Development (CMD)** and the **Certificate in Applied Management: Organizational Effectiveness (CAM:OE)** from the University of Manitoba's Continuing Education Division. Details at www.qnet.mb.ca.

Presenter: Raymond Oakley CET, CPIM 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:

Fee \$70 + GST

On Line: www.rrc.mb.ca/continuing

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Voice Mail: (204) 694-1789

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Name _____ RRC Student # _____

Title _____ Organization _____

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