



KVALIKON

VEZETÉSI TANÁCSADÓ ÉS  
RENDSZERFEJLESZTŐ KFT.



1125 BUDAPEST, ISTENHEGYI ÚT 63/B.

## LEADERSHIP TRAINING – QUALITY MANAGEMENT (MODUL C)

2 DAYS TRAINING

### Goal of the training:

The goal of the Leadership training is to improve both theoretical and practical leaders knowledge. With this training we are focusing on the leaders knowledge and skill development as well as the topics of management, problem solving and efficiency improvement in the organizations.

The participant learn the quality management system, approach and tools. Due to the procedures used during the training, it develops the participant expressive skills, cooperative skills, self-confidence, connectivity and assertive communicational skills and problem solving techniques. It gives a new approach in realization of increased efficiency.

### Recommended for:

Managers, Production managers, Technical managers, Quality managers, Kaizen managers, Logistics managers, Foremen, Process engineers.

### Date of the training:

### Application date:

### Place of the training:

### 1. day

#### Customer focus, quality approach

- Quality definition
- What does the customer want? Customer satisfaction
- Customer focus implementation
- Definition of the internal customer
- Quality dimensions of products and services
- Understanding of customer expectations
- Satisfying customer expectations

#### Quality management basics

- PDCA cycle, the role of feedback
- Quality requirements, standards
- Based on facts leadership
- Good quality first
- Quality measurement
- 3 subsystem of the quality management
- Quality planning
- Quality control, quality assurance
- Quality improvement

#### Productivity improvement

- Value-added approach
- Dimensions of productivity improvement (PQCDSM)
- Kaizen, Kaizen principles
- 5S, manager's tasks in 5S implementation

#### Development opportunities exploration in working environment:

- 3 MU (Unnaturalness – Roughness - Losses)
- 7 MUDA
- PQCDSM (Production – Quality – Cost – Cycle time – Security – Morale) method
- 4M + 4M method
- Problems, Identify Kaizen opportunities

#### Continuous improvement (Quality improvement methods)

- Continuous improvement
- PDCA cycle
- Standards, standard work
- Preparation of standard work instructions
- Data collection, statistics, role of the measurement
- Registration - Correction - Prevention



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2. day

### Problem solving and quality improvement

- Problem solving in 7 steps
- Data collection, statistics (frequency detection, data collection boards, standard deviation diagrams, histograms)
- Selection and implementation of solutions
- Conditions of successful problem solving
- Quality improvement, good quality first
- Catapult game

### Quality tools

- Data collection sheets
- Standard deviation diagram
- Histogram
- Pareto-diagram
- Ishikawa-diagram
- Flow chart
- Control diagram, SPC basics
- FMEA, failure prevention

### 0 defect conception

- Error, defect detection, defect elimination
- Poka-Yoke (Defect elimination methods), defect alert
- Visual Control, Andon

### Loss reduction

- Loss reduction methods (line balancing, spaghetti diagram, time-cycle analysis)
- TPM, Reducing losses related machines
- SMED – fast exchange technology