

Introduction

This course has a focus on managing for the sustained success of an organization by going beyond ISO 9001 to improve the satisfaction of all stake holders. The 'sustained success' of an organisation is the result of its ability to, not only survive but to regularly achieve its long-term objectives. In order to achieve this, consistently, organisations need to be well managed, well led and have the ability to continually re-invent themselves as the environment changes and the needs and expectations of customers change; in short, they need to become a learning organisation.

Aims

Attending this course will introduce you to a range of improvement methodologies that take ISO9001 accreditation to new levels of effectiveness. The programme is designed to help you to achieve sustained success by:

- Adopting a quality management approach using a range of methodologies, tools and techniques that can be used by any organisation, regardless of size, type and activity.
- Using a diagnostic tool for the review of the maturity level of your organisation; the tool helps you to assess your level of maturity against several benchmarks for: leadership, strategy, partnerships, employees, resources and processes. The process is designed to reveal areas of strength, weakness and opportunities for improvement.
- Developing a wider focus on quality management than outlined in ISO 9001 by addressing the needs and expectations of all relevant interested parties and providing tools and techniques for the systematic and continual improvement of your organisation's overall performance.

Objectives

By the end of this course you will be able to:

1. Describe the business benefits of pursuing a business improvement strategy;
2. Demonstrate an ability to produce a domain map illustrating all potential stake holders in an organisation together with their relative importance;
3. Identify further improvement options outlined within ISO9004 and explain how to capture them;
4. Describe how to use complaints as a strategic business improvement tool and explain how to achieve ISO10002;
5. Demonstrate an ability to conduct self-assessment against a benchmark excellence model;
6. Demonstrate an ability to use a range of statistical tools to understand and control business processes;
7. List the steps to be taken to establish a Six Sigma programme in an organisation;
8. Outline a strategy to achieve ISO13053 and ISO18404;
9. Describe Lean Thinking as a strategic business improvement methodology and explain how it is used to identify, reduce and eliminate in-process waste;
10. Demonstrate an ability to use a range of tools designed to improve business processes; these will include the seven classic improvement tools.

Duration: 5 days

Class size:

To ensure maximum benefit for each delegate it is recommended that the class size for this programme does not exceed 16.

Method

This course will use a range of learning interventions including: presentations from expert practitioners, case studies and exercises based on real life experience.

Outline Programme

Day 1

- Review of delegates' current Quality Management System (QMS) to identify areas for improvement;
- Consider 'best practice' within the framework of ISO9001, examples could include:
 - Corrective Action;
 - Preventive Action;
 - Future proofing;
 - Risk management.
- Explore the business benefits of extending the impact of a QMS;
- Identify the potential benefits outlined in:
 - ISO9004;
 - ISO10002;
 - ISO13053;
 - ISO18404.
- Review of day and action planning.

Day 2

- The Grand Prix process - a methodology designed to set out a road map to success and achieving the 'big prize;'
- How to use the Grand Prix method to achieve the enhancements outlined in ISO9004 by establishing and deploying the critical business fundamentals:
 - The Business Mission;
 - The Competitive Strategy;
 - Corporate Values;
 - The Long Term Business Vision.
- Base line: establishing the critical success factors that have to be addressed to achieve the required level of business improvement;
- The Balanced Scorecard; how to create a system to measure, monitor and report trends towards achieving desired levels of improvement;
 - The Learning & Growth Scorecard;
 - The Internal Process Scorecard;
 - The Customer Scorecard;
 - The Finance Scorecard;
 - Deploying the Balanced Scorecard to achieve alignment.
- Business Planning and Policy Deployment - from long-range vision to planning to delivery;
- Review of day and action planning.

Day 3

- Business Excellence Models:
 - The European Foundation for Quality Management Excellence Model'
 - The Malcolm Baldrige framework;
 - The Deming Prize;
 - Self-assessment in order to plan and manage a business transformation programme.
- Lean Thinking as a strategic business improvement methodology;
- The stages of a Lean Thinking programme:
 - specifying value;
 - mapping the value stream - process mapping, flow-charting and value stream mapping;
 - creating process flow - reducing or eliminating in-process inventory;
 - creating a 'pull' system - matching production to customer needs;
 - striving for perfection;
- Workplace organisations - the 5S methodology.
- Review and action planning.

Day 4

- Outline of a Six Sigma programme;
- The Six Sigma methodology:
 - The Define stage - listening to the voice of the customer - customer engagement strategies;
 - The Measure stage - establishing measurement systems, critical success factors and base-lining;
 - The Analyse stage - process mapping, analysing data, exploring causes;
 - The Improvement stage - solution testing, risk assessment and implementation;
 - The Control stage - evaluation, standardising, documenting and closure.
- A model Six Sigma implementation plan - the key stages from inception to delivery;
- Statistical tools for process control
 - Attribute charts;
 - Variable charts;
 - Analysing control charts.
- How to develop a strategy for achieving ISO13053 & ISO18404
- Review and action planning.

Day 5

- Improvement Tools; how to use a range of improvement tools to deliver improvements to business processes, tools will include:
 - Pareto Charts;
 - Cause & Effect Diagrams;
 - Check Sheets;
 - Graphs;
 - Histograms;
 - Scatter Diagrams;
 - Control Charts;
 - Affinity Diagrams;
 - Interrelationship Diagrams;
 - 5Whys.
- Complaints handling - a strategic approach to exploiting customer complaints;
- A strategy to achieve ISO10002;
- How to develop a model of your organisation within which a culture of business improvement thrives - accommodating the needs of all stakeholders.
- Review of course, action planning and follow-up.

Who are MPower?

MPOWER (UK) Ltd are an association of organisational development practitioners with direct experience of delivering superior performance through the deployment of a range of techniques commonly referred to as: Quality Management, Business Excellence, Lean Thinking and Six Sigma.

Although we are entirely happy to run a range of training programmes to develop expertise within your company our preferred approach is to work with you and your people on a programme of change, providing expert consultancy when required together with relevant training when your people see the need to acquire new skills: a trainer/consultant approach. This way we will help you develop levels of efficiency that will dramatically reduce your cost base, improved processes for the effective delivery of your customer requirements and a resolution of your most important business issues while, at the same time, developing a level of self-sufficiency within your company.

For more information, please contact us today.

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