

# ISO 9000

## INTRODUCTION TO CONTINUOUS IMPROVEMENT PROGRAMMES (2 days)

### Objective

The successful delegate will develop an understanding of the basic concepts of continuous improvement programmes.

Persons who should attend this course include those responsible for managing their current continuous improvement programmes, processes, disciplines and systems, and individuals designing and implementing new continuous improvement programmes, processes, disciplines and systems. **This course is designed for those with little or no exposure to the disciplines of continuous improvement programmes only.**

Designing, documenting and implementing a continuous improvement programme can be challenging and expensive. The primary mission of this course is to ensure that investments achieve positive results.

### Overview

This 2-day Introduction to Continuous Improvement Programmes Training Course introduces the principles, the initiation, the tools and the techniques of continuous improvement programme development.

This course contains one workshop designed to create a continuous improvement programme using such tools as Failure Mode and Effects Analysis (FMEA), flowcharts, pareto charts, and Ishikawa Diagrams (Fishbone Diagrams).

The mission of the workshop is to develop, reinforce and add focus to the delegate's new knowledge of continuous improvement programmes.

### Course Content

#### Day 1

**9:00 a.m. - 4:30 p.m.**

Introduction

Principles of Continuous Improvement

- Supplier - Customer Relationship
- Customer Satisfaction
- Continuous Improvement
- Total Excellence

Initiating Continuous Improvement

- Principles of Programme Management
- Delegating Responsibility
- Managing Time
- Personality Types
- Leadership and Motivation

Implementing Continuous Improvement - Planning to Succeed

- Defining the Issues
- Understanding Root Causes
- Choosing Solutions
- Implementing Solutions
- [Checking the Results](#)

Maintaining Continuous Improvement

- [The Time Bomb](#)
- Quality Cost Models

Tools of Continuous Improvement

- Flowcharts
- Tally Sheets
- Histograms
- Ishikawa Diagrams (Fishbone Diagrams)
- Pareto Analysis
- Scatter Graphs (Measles Chart)

Statistical Process Control Techniques

#### Day 2

**9:00 a.m. - 4:30 p.m.**

Review and Questions

Workshop - Case Study ... *Setting up a continuous improvement programme using FMEA*

Final Discussion and Review

Close