



# QA FOR PROCESS EXCELLENCE

## Course Outline



**SPARTAN**  
Allied Services

*Deliver Results - Create Value*

## Course Overview

Some people find it easy to solve tough problems with simple solutions while others find nearly impossible. The power to find these creative solutions lies in our ability to search for and find facts that relate to the situation and put them together in ways that work. The assumption is that operation and maintenance personnel are competent practitioners who continually upgrade their knowledge and skills to meet the demands of changing practice environments and organizational needs. Operations and maintenance group need to acquire right knowledge and skills to ensure quality assurance and promote continuing quality improvement among its member. Quality assurance together with problem-solving methods must consist of a self, peer and practice assessment that must implement a mechanism to monitor member participation and compliance. With the use of quality tools and techniques, it helps participants to conclude on the accuracy, completeness, reliability and suitability of the output

This **1-day program** provides the participants with an understanding of quality tools and techniques in daily operations effectively. This program also explains the problem-solving methodology, root cause analysis tools and techniques with their applicability to achieve quality excellence.

## Learning Objectives

At the end of this training, participants will be able to:

- Diagnose a problem situation and prescribe the appropriate tool and techniques required to solve the problem
- Improve problem –solving skills by identifying different problems
- Learn and thoroughly understand the application of quality frameworks and models
- Obtain business knowledge and understand its process, functions and activity to apply appropriate techniques and draw valid conclusions and recommendations

## Target Audience

- Operations and Maintenance Group
- Six Sigma Practitioners
- Project Managers
- Quality Managers
- Risk Management Professionals

## Course Content and Outline

The Program is delivered using a combination of instructor-led discussion, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- Introduction to Quality
  - What is Quality?
  - Quality frameworks and models
  - Quality methodologies
- Introduction to Problem Solving
- PSDM Technology – The SOLVE Framework



- Specify
  - Observe & Measure
  - Analyze
  - Verify & Choose
  - Execute & Evaluate
- Quality Tools and Techniques
- 7 QC tools
    - Brainstorming
    - Pareto Diagram
    - Fishbone Diagram
    - Process Flow Chart
    - Check sheet
    - Histogram
    - Scatter Diagrams
    - Control Charts
  - Statistical tools
    - Fundamentals and definitions
    - Statistical measures
    - Capability indices
    - Understanding variation
    - Graphical analysis
    - Measurement system analysis
- Summary

## Why Choose SAS Management Inc.

### We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:



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