

Training Provider	Learn Skills	Assessment	Quizzes & Final Exam
Location	learnskills.org	Qualification	Certificate of Completion
Method	Asynchronous Self-paced	Eligibility	Open
Cost	50 EUR		

Although it may sound like an exhausting and never ending struggle, continuous improvement is actually about instituting processes and work practices that will direct the evolution of your organisation. This course covers continuous improvement ideals, the different facets to continuous improvement, the process of continually improving your organisation and how to implement continuous improvement.

Market forces place increased pressure on organisations to improve their products and services. To remain competitive in this environment, organisations must continually seek ways to improve all aspects of their business - including workplace relationships, processes, products and services. While the focus on achieving quality products and services is not new, it has shifted from being reactive - inspect and fix - to pro-active, plan to get it right the first time. This course will equip frontline managers with the vital skills to ensure the quality and continuous improvement process is team-centred and team-driven and is aimed at all managers working at the frontline of an organisation, from supervisors and team leaders through to business unit and divisional managers. This course covers the following:

Continuous Improvement Ideals

20 minutes of learning covering the following topics:

- What is quality?
- Customer approach
- Product-based approach
- Value-based approach
- Goods vs. Services
- Tangibility
- Storability
- Simultaneity
- Customer Contact
- Why Quality is Important
- Breakthrough Improvement
- Continuous Improvement
- PDCA
- Quality Management
- Total Quality Management (TQM)
- Pareto Principle

- Embracing Continuous Improvement

Areas of Improvement

60 minutes of learning covering the following topics:

- Health, Safety and Environment
- Customer Focus
- Service Level Agreements
- Customer Ratings
- The Pareto Principle
- Complaints
- Suppliers
- Technology
- Improving Technology
- Operations
- High Quality Operations
- Operations and Speed
- Operations and Dependability
- Operations and Flexibility
- Operations and Control
- Quality Control
- Key Performance Indicators
- Rubrics
- Continuous Monitoring
- Assessment and Storage
- Quality Control - Analysis
- Capacity Planning and Control
- Forecast the Demand Levels
- Choose an Appropriate Capacity Plan
- Level Capacity Plan
- Chase Demand Plan
- Manage Demand Plan
- Control Capacity through Monitoring and Review
- Inventory Planning and Control
- Volume Timing
- Your Inventory
- Your Systems
- JIT
- MRP
- ERP

Improving Your Organisation

45 minutes of learning covering the following topics:

- Your Organisation's Existing Culture
- Assessment Tools
- Flow Charts
- Scatter Diagrams
- Cause and Effect Diagrams
- SWOT Analysis
- Quality Policy Statement
- Your Organisation's Existing Culture
- Principles
- Unique Practices
- Performance Measures
- Employee Involvement
- Job Redesign
- Quality Circles
- Resistance
- Control
- Management Skills
- Coaching / Mentoring
- Trust
- Feedback
- Communication Overview
- Considerations
- Communication Channels
- A New Approach
- Suggestion Box
- Zero Defects Day

Implementing Continuous Improvement

20 minutes of learning covering the following topics:

- Future Planning
- Communicating Adjustments
- Record-Keeping
- Feedback
- Making the Most of Success

This e-learning course is suitable for self paced learning, distance learning and blended learning. This is an online training course and uses high quality multimedia with audio to fully engage the user.

Partner

InterAction Training is a recognised leader in online training.

Related Courses

Your Personality at Work
Accounting Basics
Change Management
Continuos Improvement
Effective Workplace Relationships
Leadership and Motivation

Managing Quality Customer Service
Managing Teams
Managing to Achieve Planned Outcomes
Managing Workplace Information
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Personal Work Priorities
Workplace Learning Environment



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