

COURSE CONTENT

UNIT 1 : Leadership

- ❖ Organizational Structures
- ❖ Leadership Challenges
 - Roles and responsibilities of leaders
 - Roles and responsibilities of managers
 - Change management
 - Leadership techniques
 - Empowerment
- ❖ Teams and Team Processes
 - Types of teams
 - Stages of team development
 - Team-building techniques
 - Team roles and responsibilities
 - Team performance and evaluation
- ❖ ASQ Code of Ethics

COURSE CONTENT

UNIT 2 : Strategic Plan Development and Deployment

- ❖ Strategic Planning Models
- ❖ Business Environment Analysis
 - Risk Analysis
 - Market forces
 - Stakeholder analysis
 - Technology
 - Internal capability analysis
 - Legal and regulatory factors
- ❖ Strategic Plan Deployment
 - Tactical plans
 - Resource allocation and deployment
 - Organizational performance measurement
 - Quality in strategic deployment

COURSE CONTENT

UNIT 3 : Management Elements and Methods

❖ Management Elements and Abilities

- Roles and responsibilities of leaders
- Roles and responsibilities of managers
- Change management
- Leadership techniques
- Empowerment
- Risk management
- Knowledge management

❖ Communication Skills and Abilities

- Communications techniques
- Interpersonal skills
- Communications in a global economy
- Communications and technology

- ❖ Project Management

 - Project management basics
 - Project planning and estimation tools
 - Measure and monitor project activity
 - Project documentation

- ❖ Quality System

 - Quality mission and policy
 - Quality planning, deployment and documentation

- ❖ Quality system effectiveness

- ❖ Quality Models and Theories

 - Quality management standards
 - Performance excellence models
 - Other quality methodologies
 - Quality philosophies

COURSE CONTENT

UNIT 4 : Quality Management Tools

❖ Problem-Solving Tools

- The seven classic quality tools
- Basic management and planning tools
- Process improvement tools
- Innovation and creativity tools
- Cost of quality (COQ)

❖ Process Management

- Process goals
- Process analysis
- Lean tools
- Theory of constraints (TOC)

❖ Measurement: Assessment and Metrics

- Basic statistical use
- Sampling
- Statistical analysis
- Measurement system analysis
- Trend and pattern analysis
- Process variation
- Process capability
- Reliability terminology

COURSE CONTENT

UNIT 5 : Customer-Focused Organization

❖ Customer Identification and Segmentation

- Internal customers
- External customers
- Customer segmentation
- Qualitative assessment

❖ Customer Relationship Management

- Customer needs
- Customer satisfaction and loyalty
- Customer service principles
- Multiple and diverse customer management

COURSE CONTENT

UNIT 6 : Supply Chain Management

❖ Supply Chain Management

Supplier selection and approval

Supplier risk management

Supplier communications

Supplier performance

Supplier improvement

Supplier certification, partnerships, and alliances

Supplier logistics and material acceptance

COURSE CONTENT

UNIT 7 : Training and Development

❖ Training and Development

Training plans

Training need analysis

Training material, development, and delivery

Training effectiveness and evaluation