

## Quality Tools Programme Training Programme Outline

**Summary:** This programme provides underpinning knowledge and builds delegate confidence to apply key Quality Tools at a working level enabling the development and improvement of products and processes that fully satisfy customer requirements

**Aimed at:** Anyone involved at a working level in the design and operation of products or processes; and anyone involved in the implementation of Quality processes and tools

**Prior Qualifications/Experience:** No specific qualifications or experience is necessary

**Duration:** 5 days of workshops spread over a 6-week period to allow time for application of knowledge to workplace projects

**Format:** Combination of presentations, group activities and project reviews to progressively build understanding and confidence through application to case studies, supported-application in the workplace and finally, independent application and critiquing

**Software Specification:** No software or IT resources are required. An electronic template for FMEA completion will be provided to all delegates

**Objectives:** By the end of the programme, participants will be able to:

- Understand the purpose and importance of 3 key Quality tools - FMEA, 8Ds and Control Charts
- Understand how to apply each of the tools in their workplace
- Apply Quality tools in a team-based setting
- Deliver improvements in business KPIs as a direct result of applying Quality tools
- Identify opportunities for further improvement in business KPIs

<p><b>Content - Day 1</b> PFMEA training underpinned with application to a Process</p>	<p><b>Content - Day 4</b> 8D Training with application to live internal Problem/Concern</p>
<p><b>Content - Day 2</b> Application of PFMEA to 2 further processes</p>	<p><b>Content - Day 5</b> Compilation of all training evidence with a Final presentation to SMT</p>
<p><b>Content - Day 3</b> Control Plan Theory with application to 3 processes</p>	

“We needed a significant training program in Quality Tools at short notice. The Capella team were able to respond within our timeframe and delivered a high standard of training to meet our needs. Their capability and responsive delivery was excellent.”

Mike Southwell, MD, Beakbane

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools