



Quality Improvement

Lesson 0: Course Outline

Introduction

In this course we will look at “Quality Improvement”. The aim of the course is to equip the learner with the skills and competencies needed to implement quality improvements in business processes.

The course provides an insight into identifying poor quality through process variation, using graphical tools and data to display, analyse and problem solve the underlying variation and implementing improvement projects using a structured approach.

Business processes are required to produce a product or service that meets the customer requirements. Defective product, late deliveries, not meeting quality specifications can all lead to customer complaints or lost orders.

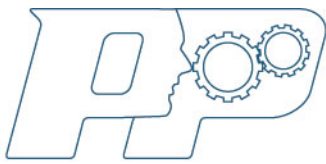
On completion of this training course, you will be able to:

- Recognise the extent and effect of variation in a process.
- Understand how to apply the 7 Quality Tools to display and analyse process problems.
- Know how to apply the DMAIC project improvement methodology.
- Understand how to apply the 5 Whys problem solving technique.

Who is this course for?

This course is for those who want to learn the basics of Quality Improvement in manufacturing or business processes, and who may have little or no previous experience in this area.

This course is especially beneficial to those interested in methodologies such as Lean & Six Sigma and Kaizen, aiming at continuously improving the quality of processes output within their organisations.



People & Process Academy

The course is divided into 4 lessons:

- **Lesson 1: Process Variation**
- **Lesson 2: The 7 Quality Tools**
- **Lesson 3: DMAIC**
- **Lesson 4: The 5 Whys**

How to navigate the course

If this is your first course with People & Process Academy, be sure to look at “Studying with People & Process” before you begin. This short video shows you how to find your way around the lessons and modules.

Lessons are all presented in video format, and there's a transcript you can follow as you watch. If you like, you can download the video transcript to revise later on. In this course, each new lesson builds on previous information, so it's best to follow the lessons in order. Similarly, you should follow each module in sequence as you first go through the course. All registered users have unlimited access to video lessons and transcripts, and you can repeat each video as often as you like.

There's a discussion forum attached to this course. You'll find the discussion forum on the course homepage. In this forum you can chat to other students and leave questions and comments on the course.

If you have any difficulties navigating the course, see the support section for help.

The Assessment Method

There's a quiz at the end of each lesson to test your understanding of the material. To successfully complete this course, you must pass the quiz for each lesson. Once all the lessons have been completed, you can then download and print the People & Process completion certificate.

So let's get started! In the next lesson entitled “Process Variation”, we will introduce you to variation in work processes and how it impacts the business.