

# E-ZSIGMA (CANADA) INC.

## Quality Management Program

### COURSE OUTLINE

This program consists of 10 components that provide participants with the foundation for Quality Management success, including statistical and analytical tools. You will be able to manage simple and complex quality systems using Lean & Six Sigma and apply advanced statistical tools to analyze process variation, and test design models that will enable greater process capability and process optimization.

Employing an Adult Learning Model, participants can apply newly-acquired tools and methods to any Quality Management Program over the course of training, enabling immediate benefit from your training investment.

The Quality Management curriculum consists of four consecutive days of training. Trainees are encouraged to spend time applying the concepts and tools learned to their assigned process improvement projects immediately upon completion.

### OBJECTIVES

- 1) **Quality System:** Overview of the major components – policies, procedures, processes and work instructions. This segment will address how a quality system can provide consistency to the management of business affairs.
- 2) **Management Commitment:** The management team must not only mandate that a quality system be established. It must also implement a mechanism whereby quantifiable and verifiable results are achieved and maintained to enhance quality improvement.
- 3) **Training and Development of Employees:** Every company is tasked with tapping into the talent base of their people in developing a comprehensive quality program. The training provides employees with the critical knowledge to understand how to deal with quality concerns.
- 4) **Quality Manual:** Overview of the major components of a company's quality manual - scope, documented procedures and work practices, and quality forms. The manual represents the Company's commitment to quality.
- 5) **ISO 9001 Quality Management System:** A quality system is process driven and functions in tandem with the business needs. The ISO 9001 Standard covers the following critical areas – customer focus, leadership, measurement, control, purchasing, traceability and continual improvement.
- 6) **Internal and External Auditing:** Understanding the stringent requirements of systematically conducting internal audits and ensuring full compliance to the standard throughout the entire process leading up to external audits.
- 7) **Quality Impact on Improvement Actions:** Every company is obliged to update and advance its quality program as it continues to seek out opportunities for streamlining in its operational practices.
- 8) **Lean Strategies:** Understanding the relationship between lean practices and developing value-add concepts for the quality system. The focus is on refining processes and methods of operation.
- 9) **Drive for Quality:** The growth of six sigma methodology has transformed and advanced quality in manufacturing and service industries. Six Sigma takes the ISO standard's requirement for customer focus and expands it to include executive support, company employees and processes.
- 10) **Readiness to Improve Quality in Your Company:** This segment recaps the major messages of the course and poses the question whether you can be the agent of change for your business to benefit from understanding how Quality Management in general, and ISO 9001 in particular will introduce positive change.

For further information or to register for a course feel free to contact us by phone or email.  
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