



Supervising to Achieve Quality – Certificate Program

Available In:

- English
- Spanish
- Videoconferencing

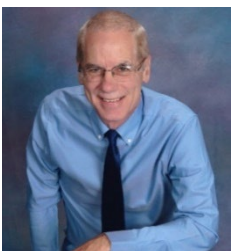
Improving Quality in the Workplace

- **Core skill: Quality and Profitability Improvement** -Your organization's profitability is directly linked to the quality of your products or services. Supervisors will learn about the eight wastes, and quality tools including: Voice of the Customer, Process Improvement Teams, Error Proofing (Poka Yoke), and more! Real life examples and case studies will be used to practice the processes.
- **Core skill: Problem Solving and Root Cause Analysis** – Every employee can contribute to identifying and solving problems, especially recurring problems that impact the reputation of the company with its customers. Leaders will learn the steps of problem solving, and how to encourage their teams to put them into practice. Kaizen events will be discussed.
- **Team Development** – lack of teamwork results in poor quality and waste. How to build and a sustain a team will be the focus of this section.
- **Lean Enterprise** – Understanding the many facets of Lean including Value Stream Mapping, Lead Time, Process Time, and Work Instructions will provide an introduction to participants.
- **What trainees will learn:**
 - Understanding the goals of “perfection” and customer satisfaction.
 - A six-step process for solving tough problems.
 - How to implement simple poka yokes.
 - How to get real teamwork going.
 - Orientation to Lean Enterprise

How this training will benefit your company and employees:

You will learn how to immediate address key issues, make steady progress, and avoid costly mistakes. The result will be improved morale and getting back to focusing on your core product and services. Employers gain commitment from employees, and see incredible turnarounds. In addition, customer satisfaction will increase as employees demonstrate competence in solving long term issues affecting profitability.

ABOUT MIKE BRADY



Mike has experience in a multi-national corporation as Regional Training Manager. He is Six Sigma certified, and taught problem solving to over 400 employees in manufacturing, retail, service companies and non-profits. His consulting has resulted in increased sales, and implementation of quality systems.