Quality 101 Fundamentals

The focus of this course is to acquaint the student with the basic concepts, terminology and tools of product quality used in manufacturing. The class explores the main areas quality encompasses, while gaining knowledge and tools that can be applied on the job immediately.

Target Audience:
Engineers, Managers, Executives, Supervisors, or Practitioners who are new to quality, seeking an overview or a starting place to launch.

Participants will learn:
- Definition of Quality
- Why quality is important to employees, the organization and customers
- Benefits of quality and the concept of “cost of quality”
- Key concepts of total quality management and process improvement
- Seven commonly used quality tools and how they are used in problem solving
- Understanding of common quality roles
- Introduction to common QMS Standards (ISO 9001, etc.)
- The root cause analysis process
- The role of statistics in decision making and DOE
- A brief history of quality and some noted influences

Agenda: (Subject to change per customer request)
- Defining Quality
- Customer Satisfaction
- Cost/Benefits of Quality
- Quality Systems
- Documentation
- Quality Management
- Standards Overview
- Audits
- Concept of “Organizational Excellence”
- Review of Quality in Service
- Metrology
- Inspection
- Process diagram
- Statistical decision making
- Evolution of Quality and Gurus
- Continual Improvement Code Words
- DOE Intro
- 7 “TQM” tools
- Root Cause – CAPA
- AIAG core pack
- (FMEA, SPC, PPAP, MSA, APQ

Location: Central Campus
Hours: 16hrs
Days: Thursday & Friday
Times: 8a.m. – 5p.m.
Cost: $585 (Material Incl)
Registration Deadline: 2/6/14
Date: 2-27-14 thru 2-28-14

OR

Location: Central Campus
Hours: 16hrs
Days: Tuesday & Wednesday
Times: 8a.m. – 5p.m.
Cost: $585 (Material Incl)
Registration Deadline: 3/18/14
Date: 4-1-14 thru 4-2-14

Register Call: 281.542.2061

More information contact:
David Lewis 281.542.2061 or David.Lewis@sjcd.edu

For more information contact: David Lewis 281.542.2061 email david.lewis@sjcd.edu