

APPLIED SCIENCE & QUALITY SYSTEMS (ASQS)

COURSE PROFILE

PROGRAM TITLE:

**TQM AND PROBLEM-SOLVING
METHODOLOGY FOR CONTINUOUS IMPROVEMENT**

**PREPARED
FOR**

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BY

**Applied Science & Quality Systems
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PROGRAM COORDINATOR: 0244660272

November , 2005

APPLIED SCIENCE & QUALITY SYSTEMS (ASQS) TRAINING PROGRAM

1.0 PROGRAM TITLE:

Introduction to Total Quality Management (TQM) and the problem-solving methodology for Quality Improvement.

2.0 INTRODUCTION:

Applied Science and Quality Systems (ASQS) is mounting a training program in TQM and the Problem Solving Methodology for Quality/Continuous Improvement. The program is designed for organizations that have quality commitment to their customers and to those who seek continuous improvement of their work or work processes. These include:

- Organizations, which have installed and are implementing ISO 9000 standard requirements.
- Organizations, which are at various stages of installation and implementation of the ISO 9001: 2000 Quality Management System Standard.
- Organizations, which are working in a culture of TQM.
- Organizations which need to solve pertinent management/industry relevant problems or improve work and work processes.

These may occur if organisation:

- Is not meeting customer needs and requirements
- Have not satisfied the requirements of registration or surveillance audits
- Just want to do better

3.0 DURATION:

The program will run for two (2) days from 18th - 19th November, 2005. A day's session will begin at 08:30 and end at 17:30 with two breaks for snacks and a lunch break.

4.0 VENUE:

The venue will be at –The Social Security and National Insurance Trust (SSNIT) Guest House, Near Ako Adjei Overpass.

5.0 TARGET GROUP:

Participants on the program will be twenty five (25) drawn from Senior Management Staff including Top Management and Middle Management, Quality Assurance Officers, Supervisors, Leaders and Main Line Staff.

6.0 PROGRAM OBJECTIVES:

The objectives of the program are among others to:

- Enable participants appreciate the change in the organisation to a culture that optimises productivity and quality.
- Bring about a major attitudinal change necessary for success in a competitive market.
- Equip participants with the requisite knowledge of Teamwork and participation and expose them to its importance.
- Equip participants with the skill technique, methodology and tools for problem solving and process improvement.

7.0 PROGRAM COVERAGE:

The areas covered will include:

- Concepts of TQM
- ISO as a base to TQM
- Creative problem solving methodology
- Basic statistics/XR charts
- Tools for quality/continuous improvement
- Application of Techniques and Tools for problem solving and quality improvement.

8.0 METHODOLOGY:

Program delivery will be the classroom approach that will combine lectures, individual and group discussions, exercises and role-play. The sessions are planned to be of participatory nature so as to allow for the exchange of views and experiences by participants.

The course also includes case studies based on realistic industry relevant situations. The course is structured in a manner, that delegates get right balance of knowledge and skill.

Course material and a Program Brochure containing the timetable and topics to be treated will be distributed to the participants at the beginning of the program.

9.0 DELEGATES ASSESSMENT:

There is no written examination at the end of this program. All delegates would be assessed on a continuous basis both days by the tutors on the following parameters:

- Contribution to discussions, questioning of tutors, communication, methodology and participation.

- Application of knowledge in exercises and presentation attitude and behaviour during the course.
- Punctuality and attendance.

10.0 PROGRAM EVALUATION:

Participants are afforded the opportunity to evaluate the program. Participants will therefore, do oral and written evaluation of the program on the last day. The comments will provide inputs for the organization's assessment of the program. Also, the inputs will assist ASQS to provide excellent services to you our valued customer and other prospective client in the future.

Successful completion certificates would be awarded to delegates satisfying the qualification criteria of clause 9.0 and 10.0

11.0 PROGRAM COORDINATOR:

The program coordinator will be Mr. Victor Mertz, Administrative Executive – (ASQS)

12.0 RESOURCE PERSONS:

ASQS Consultants