

# Quality and Continuous Improvement

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*A 1 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.*

## **COURSE INFORMATION**

A focus on quality and the need to continually review systems and processes is a requirement of organisations surviving in a competitive business world. This course will develop the skills and knowledge required to implement a continuous improvement system and processes. Emphasis will focus on using systems and strategies to actively encourage work teams to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

This course is designed for senior business unit managers, senior line managers who need to effectively drive innovation and business improvement.

## **LEARNING OUTCOMES**

Participants who complete this course should be able to:

- Understand the history of quality and continuous improvement
- Apply the principles of quality and continuous improvement models
- Develop continuous improvement strategies
- Create performance measures when implementing continuous improvement strategies
- Monitor and report on the performance of continuous improvement strategies

## **COURSE CONTENT**

This course covers the following areas:

- The history and theory of continuous improvement - why it matters
- Continuous improvement models and quality systems
- The case for continuous improvement strategies
- Creating and sustaining a culture of continuous improvement
- Quality management technology
- Measuring the success of continuous improvement strategies
- Monitoring and reporting on continuous improvement strategies

## **FOR MORE INFORMATION CONTACT**

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