

Performance Improvement - 2 Day

Impacting the Quality of Your Organization

PDU's - 13

PMI's Talent Triangle Breakdown

Technical - 8.00
Leadership - 3.50
Strategic - 1.50

PMI's Certification Breakdown

PMP/PgMP - 13.00
PMI-ACP - 5.00
PMI-SP - 6.00
PMI-RMP - 5.00
PfMP - 5.00
PMI-PBA - 5.00

Course Description: This two-day course is designed to teach skills which are vital for improving quality in the workplace. This course will focus on strong project management skills, clearly defined team functions, and pointed communication necessary to drive quality throughout the organization. Participants will learn how to facilitate and implement quality initiatives, monitor the collection of data, and explore planning and monitoring of quality projects.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

Objective 1: Compare old and new philosophies

- Define quality for today
- Develop approaches for adjusting culture
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed

- Compare roadblocks to continuous improvement and quality initiative
- Predict characteristics in the cost of quality
- Choose techniques for involving co-workers
- Evaluate Deming's seven deadly diseases
- Discuss the approaches of Deming, Juran and Cosby to quality

Objective 2: Discuss guidelines for executing continuous quality

- Examine continuous process improvement
- Describe rules for continuous improvement
- Analyze where continuous improvement can help
- Discuss symptoms of quality concerns
- Identify a continuous improvement team's concern
- Discuss ways to reduce resistance from organizations

Objective 3: Identify steps for creating a quality action plan

- Discuss implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Create improvement rules
- Analyze how to conduct quality audits

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Objective 4: Discuss management's role compared to that of the front line employee

- Examine how to shift from management decision making to team decision making
- Recognize five ways to give proper leadership within a culture
- Label role descriptions and project responsibilities when you have no position power
- Design an agenda for the first project team meeting
- Identify seven things which must be communicated in every project meeting to keep others informed

Objective 5: Define the project drivers

- Show how to set, control, and monitor project scope
- Formulate a Work Breakdown Structure for speeding up the quality approach
- Evaluate the strengths and weaknesses of a critical path in developing quality initiatives
- Examine how to handle delays on projects while driving quality forward
- Discuss implementation of a project plan

Objective 6: Apply close down checklists and handoff procedures

- Identify phase out of the project plan

Objective 7: Conduct a postmortem

- Examine how best practices of a project can make the difference in future success