



## **Quality Awareness Workshop**

### **Introduction**

It has been estimated that companies are losing a staggering amount of productivity by constantly correcting quality issues in their business processes. One estimate is that 25-40% of an employee's time is spent redoing tasks or dealing with recurring problems. Most of the wasted time and effort is never tracked or accounted for. Employees simply correct problems and redo work without being conscious of the consequences these problems have on their own work and the other functions in the company.

### **Session Objectives**

- Understand that quality is fully meeting customer requirements, what a quality system is and the link to formal quality systems.
- Examine the consequences to the business of both not meeting, and exceeding customer expectations.
- Recognize how each function or department in the company contributes to fully meeting customer requirements and the consequences they suffer when they do not meet the internal or external customer requirements.
- Understand cost of quality and become aware of the hidden costs of wasted effort and opportunities lost.
- Apply this awareness to participant's departments and functions to identify improvement opportunities.

### **What Makes This Session Unique**

- Participants will identify the impact that the main functions in the company have on quality and the frustrations and waste caused when a problem emerges – they understand the impact of what they do on the rest of the organization and the end customer.
- Participants complete a simple value flowchart for the organization.
- Participants work on a Cost of Quality case study to identify all the elements of cost attributed to a single quality problem.
- Participants select a real quality issue in their company and describe the impact it had on various departments and how it could have been prevented in the future.



- Participants are challenged to return to their departments and be more aware of the time being wasted in dealing with problems and quality issues so they can address and eliminate the cause of those problems over time.
- This session helps satisfy the requirements of providing quality awareness training in ISO 9001 and TS 16949.

### **Facilitation and Logistics**

- **Session duration:** 2½ hours
- **Targeted audience:** Managers, Supervisors, Lead Hands and Front-line Staff – preferably in cross functional groups
- **On-site Delivery:** Course is delivered at your site
- **Group size:** Preference not to exceed 15 participants to ensure interaction
- **Workbook:** Each person receives a workbook and reminder card to ensure application on-the-job
- **Facilitation:** An experienced member of the Unique Training & Development facilitation team will conduct the workshop. Facilitator biographies are available at our web site [www.uniquedevelopment.com](http://www.uniquedevelopment.com).

### **Other Sessions That May Be of Interest**

- **Problem Solving** – Learn and apply a systematic problem solving process to define the problem, identify possible causes and the root cause, implement solutions and apply permanent corrective action.
- **Leadership Training** – Supervisors and lead hands can eliminate many problems by communicating more effectively, involving their employees in making improvements and creating a work environment of mutual respect.
- **Other topics** – There are dozens of other topics that Unique Training & Development can provide workshops on – just ask.

### **Benefits and Return on Investment**

Awareness about their impact on quality and the enormous costs associated with quality issues and problems will help employees to identify opportunities for improvement which result in reduced waste, shorter lead times, improved customer satisfaction and lower costs.