

SQM CERTIFICATE IN STRATEGIC QUALITY MANAGEMENT

DAY 1

What is Strategic Quality Management?

→ Traditional strategic planning models and quality based strategic planning models:

Hoshin and Scenario Based Models

Assessing strengths and weaknesses of traditional models

- Why strategic quality management?
- Immediate consequences of not applying this approach
- Future benefits from strategic quality planning
- An organizational strategic approach to systems and processes

Breaking down functional silos in applying strategic quality

→ Applying the tools of quality to support fact based strategic decision making

In-class workshops: FMEA related to strategic quality leadership (using brainstorming and affinity diagrams

DAY 2

Personal leadership evaluation and company readiness assessment

- Self-assessment
- Leader or manager
- Traits of leadership

In-class exercise: gap analysis tool, manager, company and employee evaluation Developing a culture of strategic organizational excellence through leadership for the New Millennium

Management and leadership, understanding the difference

- Cultivating leadership development
- Emotional intelligence

→ Human factors engineering

→ Retaining employee intellectual capital

→ Aligning human resources, operations, and marketing using quality principles and tools to assure continuous development of intellectual capital

DAY 3

Strategic Organizational leadership

→ Challenges and opportunities

→ Being proactive and visible as a leader

In class exercise: Traditional SWOT extended to Hoshin Kanri to demonstrate how quality based quantitative tools can impact strategic planning

Looking Forward

→ Evaluate survey of leadership related to concerns and needs of organizations in the next decade

→ In class workshops to conduct organizational selfevaluation for implementation of Quality based strategic

→ Develop company specific action plans at the functional and operational levels (Summarizing quality tools applications in sequential bundles)

→ Strategic next steps planning