



## **Lean Improvement Quality Awareness**

### **Summary**

HPL's Quality Awareness programs and services will help to prepare people in all functions and at all levels of your organization to become effective participants in continuous improvement.

Specifically, this proven Quality Awareness program:

- Teaches the fundamental principles and concepts of continuous improvement
- Helps managers, supervisors and employees understand their roles in meeting customer requirements and expectations
- Introduces customer-based criteria for measuring the quality of work
- Prepares everyone to reduce the cost of quality
- Provides the tools needed to improve work processes and break down functional barriers
- Shows managers how to develop their own continuous improvement implementation plans

### **Who Should Attend**

Managers, supervisors and employees at all levels of your organization.

### **Structure**

There are four key learning modules for managers and employees, as well as a special Implementation module for managers. The four modules are:

Module 1: **The Meaning of Quality** - introduces the essential Quality Improvement concepts and describes the five pillars of a quality organization: customer focus, total involvement, measurement, systematic support, and continuous improvement.

Module 2: **The Cost of Quality** - helps employees grasp the true cost of not doing quality work, differentiate between necessary and avoidable costs, estimate the cost of quality for their own work, and plan how they will reduce and eliminate their avoidable costs of quality.

Module 3: **You and Your Customer** - prepares employees to use three simple questions to build positive working relationships with their own customers and suppliers, and to use the PRIDE elements (Product/service, Relationship, Integrity, Delivery, Expense) to guide their customer-supplier interactions.

Module 4: **Continuous Improvement** - teaches employees how to use contingency diagrams to anticipate and prevent quality problems and how to use the "why technique" to get at the preventable root causes of recurrent problems.