

# Quality Management

## Topic-Level Outline

---

**Days:** 1

**Prerequisites:** None

**Unit 1: Fundamentals of quality management**

**Topic A:** Defining quality management

**Topic B:** Processes

**Unit 2: The costs of quality**

**Topic A:** Relationship between quality and cost

**Unit 3: Customer orientation**

**Topic A:** Understanding customer orientation

**Topic B:** Benefits of customer orientation

**Unit 4: Understanding current performance**

**Topic A:** Flow charts

**Topic B:** Check sheets

**Topic C:** Histograms

**Topic D:** Run charts

**Topic E:** Control charts

**Unit 5: Causes of problems**

**Topic A:** Cause-and-effect diagrams

**Topic B:** Pareto charts

**Topic C:** Scatter diagram

**Topic D:** Interrelationship diagrams

**Unit 6: Ideas and organization**

**Topic A:** Brainstorming

**Topic B:** Affinity diagrams

**Topic C:** Activity network diagrams

**Topic D:** CPM and PERT

**Unit 7: Preparing to change processes**

**Topic A:** Management's role

**Unit 8: A path for change**

**Topic A:** Process managers

**Topic B:** Flow charts in process improvement

**Unit 9: Implementing quality changes**

**Topic A:** Understanding processes

**Topic B:** Measuring processes