

Quality Systems

Introductory principles of quality control for engineers. Statistical modelling and sampling techniques. Corporate strategic planning, employee involvement & empowerment, continuous improvement, and the role of quality assurance. The cost of quality. The ISO 9000 series registration/certification process. Team building / self directed work teams / problem solving, systems & process improvement, world-class manufacturing systems. How to lead a business process improvement effort. Understanding and implementing ISO 14001. Total quality management (TQM). ISO 9001:2000, making the transition. Zero Defects theory. The six Sigma. Managing the customer satisfaction process. Analysis of cases in Quality. Taguchi & Shainin Techniques in Quality Management.