

Quality Management

Course Overview

This course provides students with extensive project quality management skills. Students will first go through the concept of quality, customer input to quality, how to plan quality, quality control, and finally the Six Sigma methodology.

Course Introduction

2m

Course Introduction

Chapter 01 - Concept of Quality

1h

Concept of Quality

Grade vs. Quality

Quality Management

Impact of Poor Quality

Key Terms

The Five Major Cost Categories

8 Categories of Waste

Responsibility

Thought Leaders

8.1 Plan Quality Management

8.2 Perform Quality Assurance

8.3 Control Quality

Chapter 02 - Customer Input to Quality

10m

Customer Input to Quality

Customer Types

Customer Impacts

Defining Customer Requirements

Project Characteristics/Attributes

Chapter 03 - Plan Quality

14m

Plan Quality

Quality Planning

Scope Statement

Product Description

Operational Definitions

Benchmarking

Cause and Effect Diagrams

Process Flowcharting

Design of Experiments

Quality Management Plan

Types of Plans

A Good Quality Assurance System

Chapter 04 - Quality Control

32m

Quality Control
Cost of Quality
7 Basic Quality Tools
Key Concepts
Trend Analysis
A Good Quality System Will
Control Charts
Control Charts Key Terms
In Control
Variations
SIPOC
Pareto Diagrams
Statistical Sampling Terms
Acceptance Sampling
Advantages of Acceptance Sampling
Disadvantages of Acceptance Sampling
Quality Circles
Quality Control vs. Assurance
Continuous Improvement

Chapter 05 - Six Sigma

22m

Six Sigma
Performance Aspects of Six Sigma
Defects Per Million Opportunities
Six Sigma Advantages
Making Six Sigma Work
Do You Have A Six Sigma Philosophy?
The Steps
Implementing Six Sigma in Projects
The Six Sigma Methodology
Define
Measure
Analyze
Improve
Control
The 6 Six Sigma Challenges - Scope
The 6 Six Sigma Challenges - Training
The 6 Six Sigma Challenges - Implementation Model
The 6 Six Sigma Challenges - Communication
The 6 Six Sigma Challenges - Measuring Progress
The 6 Six Sigma Challenges - Risk Management
Course Closure

Total Duration: 2h 20m