

# INTRODUCTION TO CONTINUAL IMPROVEMENT (1 day)

## Objective

The successful delegate will develop an understanding of the basic concepts of continual improvement programmes.

**NOTE: This introduction course is designed for those with little or no exposure to the disciplines of continual improvement programmes only.**

Persons who should attend this course include:

- Those responsible for managing their current continual improvement programmes, processes, disciplines and systems, and
- Individuals designing and implementing new continual improvement programmes, processes, disciplines and systems.

Designing, documenting and implementing a continual improvement programme can be challenging and expensive. The primary objective of this course is to ensure that investments achieve positive results.

## Overview

This 1-day Introduction to Continual Improvement Training Course introduces the principles, the initiation, the tools and the techniques of continual improvement programme development.

This course contains two workshops designed to explore the Plan – Do – Check – Act (PDCA) Cycle and Failure Modes and Effects Analysis (FMEA).

The objective of these workshops is to develop, reinforce and add focus to the delegate's new knowledge of continual improvement.



## Course Content

### Day 1

**9:00 a.m. - 5:00 p.m.**

Introduction

What is Continual Improvement?

Continual Improvement Principles

Plan – Do – Check – Act (PDCA) Cycle

PDCA – Case Study

Root Cause Analysis

Risk Assessment

Improvement Requires Purpose

Implementing Continual Improvement - Planning to Succeed

- Defining the Issues
- Understanding Root Causes
- Choosing Solutions
- Implementing Solutions
- Checking the Results

Maintaining Continual Improvement

- The Time Bomb
- Quality Cost Models

Tools of Continual Improvement

- Flowcharts
- Tally Sheets
- Histograms
- Ishikawa Diagrams (Fishbone Diagrams)
- Pareto Analysis
- Scatter Graphs (Measles Chart)

Statistical Process Control Techniques

Workshop – Case Study ... *Exploring the PDCA Cycle*

Workshop – Case Study ... *Exploring FMEA*

Final Discussion and Review

Close