

Quality Management (PQM01)

Course Introduction

2m

Section 01 - Concept of Quality

25m

Concept of Quality
Definition
Impact of Poor Quality
Grade vs. Quality
Quality Management
The Choice
Impact of Poor Quality 2
Key Terms 1-8
The Five Major Cost Categories
Eight Categories of Waste
Eight Categories of Waste 2
Eight Categories of Waste 3
Impact of Poor Quality 3
Thought Leaders
8.1 Plan Quality
8.2 Perform Quality Assurance
8.3 Perform Quality Control

Section 02 - Customer Input to Quality

5m

Customer Input to Quality
Customer Types
Customer Impacts
Defining Customer Requirements
Defining Customer Requirements 2
Defining Customer Requirements 3
Project Characteristics/Attributes
Project Characteristics/Attributes 2

Section 03 - Plan Quality

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Plan Quality
Planning
Not Inspection
Scope Statement
Factors Impacting The Quality Plan
Product Description
Operational Definitions
What The Quality Plan Does
Benchmarking
Cause and Effect Diagrams
Process Flowcharting
Design of Experiments
Quality Management Plan
Quality Management Plan 2
Types of Plans
A Good Quality Assurance System

Section 04 - Quality Control

14m

Quality Control
Impact of Poor Quality
Key Concepts
Key Concepts 2
Key Concepts 3
Key Concepts 4
Juran
Trend Analysis
A Good Quality System Will
Control Charts
Control Charts Key Terms
Control Charts Key Terms 2
'In Control'
Variations
Variations 2
Pareto Diagrams
Statistical Sampling Terms
Statistical Sampling Terms 2
Acceptance Sampling
Advantages of Acceptance Sampling
Disadvantages of Acceptance Sampling
Quality Circles
Quality Control vs. Assurance
Putting It All Together

Section 05 - Six Sigma

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Six Sigma
Key Questions
What Is Six Sigma?
Performance Aspects of Six Sigma
Defects Per Million Opportunities
Six Sigma Advantages
Six Sigma Advantages 2
Making Six Sigma Work
Do You Have A Six Sigma Philosophy?
The Steps
The Steps 2
Implementing Six Sigma in Projects
The Six Sigma Methodology
Define
Measure
Analyze
Improve
Control
Scope
Training
Implementation Model
Communication
Measuring Progress
Risk Management
Course Closure

Section 06 - Final Exam

Final Exam

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Total Duration: 1h 11m