



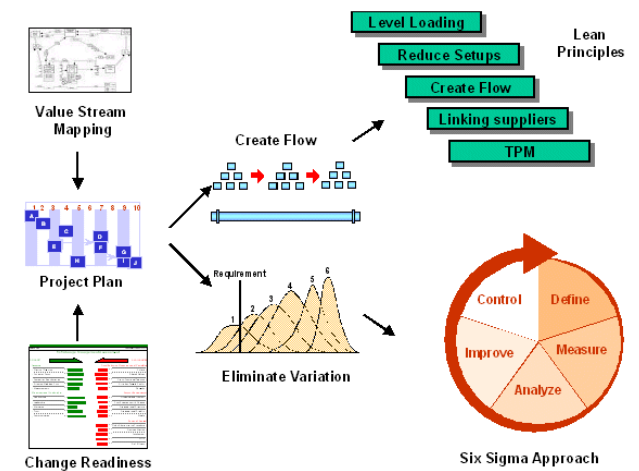
*Arizona Innovative Solutions Group
(Arizona-ISG)*

Total Quality Management (TQM) & Six Sigma (6 σ)

Total Quality Management & Introduction to Six Sigma

An introduction to the fundamental concepts Of TQM with emphasis on philosophical issues. Six Sigma Applications presents an overview of the Six Sigma problem solving methodology and statistical tools.

The course relies on teamwork and the previous Work Experience of the participants as it builds a Common vocabulary for the group, reviews the application of various statistical tools and provides hands on training in their various methods and application.



Outlines

- **Overview the Six-Sigma problem solving methodology.**
- **Review the various Six Sigma tools available.**
- **Examine the application of Six Sigma tools in a business context**
- **Perform hands on exercises to allow students to build a level of understanding on the practical application of the tools**
- **Demonstrate teamwork & collaborative learning of the course and program.**
- **Demonstrate the ability to apply Six Sigma tools and techniques in the real world**



Outlines

- **What is Quality**
- **Evolution of Quality**
- **Total Quality Management**
- **Quality Awards**
- **Total Quality Management building blocks**
 - Leadership
 - Supplier quality management
 - Vision and plan statement
 - Evaluation
 - Process control and improvement
 - Product design
 - Quality system improvement
 - Employee participation
 - Recognition and reward
 - Education and training
 - Customer focus.



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