

Quality Basics – E-learning Training Course

Course Objectives:

To provide participants with an overview of quality concepts including problem solving, continual improvement and customer satisfaction. This course will help participants understand the benefits of implementing a quality management system and meet the TL 9000 standard requirement for “quality improvement concepts.”

Key Benefits:

- Participants obtain a basic understanding of quality management systems and concepts
- The course prepares participants for further training in quality improvement, problem solving and internal auditing
- Participants gain an understanding of the importance of improving quality and satisfying customers

You Will Learn:

- The basic quality principles that are comprised in quality management systems
- Principles of closed loop continual improvement (Plan, Do, Check, Act)
- Basic problem solving tools including flowcharts, fishbone diagrams and tree diagrams
- Customer satisfaction concepts including customer lifetime value, cost of obtaining customers and satisfaction measurement basics

Who Should Attend:

- Managers, supervisors and employees responsible for quality improvement, cost reduction and customer satisfaction
- Individuals responsible for implementing quality management systems
- Persons interested in a basic understanding of quality improvement concepts or employees involved in product quality

Tuition: **\$99.00 per student** (travel expense is not included)

To obtain a group rate or to schedule training, call our registrar at **(972) 571-3553** or

Prerequisites

None

Class Type

Instructor-led or webinar

Class Size

N/A

Course Length

45 minutes to 1 hour to take the course and test.

Format

The course is SCORM compliant and can be licensed for distribution on your company’s server. To obtain a quote, call our registrar at 972-571-3553 or info@bizphyx.com

REGISTER

e-mail registrar@bizphyx.com