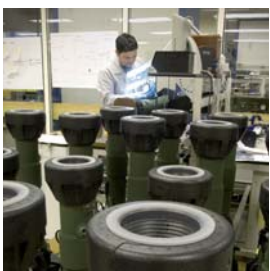


QUALITY IMPROVEMENT TOOLS



Develop enhanced problem solving and process improvement skills that deliver immediate economic benefit to your business.

What This Course Can Offer You

This Six Sigma based process improvement programme creates ownership and passion in solving real work based problems with resulting improvements that are highly visible to your business.

The National Skills Academy for Manufacturing (the Skills Academy) Quality Improvement Tools (Q-IT) has been developed from the latest research about business learning and transference of skills into the workplace*. With the support of highly experienced trainers, together with Black Belt Coaches and project leaders allocated in your business, the participants create solutions for problems that meet defined business needs.

The unique structure of this programme minimises the down time involved in traditional training by bringing participative learning into the heart of your workplace. A series of six, one day training sessions delivered over a maximum of eight months is augmented by workplace based coaching and mentoring with Six Sigma Black belt coaches. Working on real work based problems allows participants to apply their learning for immediate benefit to business problems.

Moving from problem to solution will inevitably involve change. So our tailored Skills for Change workshops will help your employees become change activists and overcome potential barriers to implementation.

* through PARD (Premium Automotive Research and Development Programme) and the University of Warwick.

Who Will Benefit From This Programme

This programme is for anyone who wants to dramatically increase their skills and confidence in solving everyday business problems. In particular Q-IT can help you in the following three areas:

- Manufacturing processes – benefits include reduction in operating costs, reduction in rework and down time.
- Product related problems such as defects and returns – the skills developed with Q-IT will lead to increased customer satisfaction and an increase in right first time.
- Information processes – many companies use this to help with stock reduction and turnover, improving delivery performance and stock handling processes.

Our course intake will typically include people from a wide variety of background and experience; such diversity helps in the sharing of learning and challenging traditional ways of thinking.

“Completing the programme last year helped me to add focus and structure to my Quality concern investigations which has reduced Rieter’s concerns by over 50%. I will be actively pushing my Quality team to undertake Six Sigma programmes in future.”

Chris Mains, Quality Manager, Rieter Automotive GB

The Skills Academy – Setting High Standards

The National Skills Academy for Manufacturing is a beacon of high standards in training for employers. Our trainers for Q-IT have been chosen for their outstanding track record and experience in successfully implementing process improvement tools and problem solving techniques in UK manufacturing. As well as being trained to an advanced level in tools such as Six Sigma or Lean, they have also completed a thorough validation process.

Structure and Duration

The Q-IT programme generally takes eight months to complete and consists of six units, each lasting one day, with a series of half day workshops delivering advanced skills for change.

The Six Core Units

- Introduction to Six Sigma
- Define – problem and outcome definition
- Measure – performance of processes
- Analyse – Root Causes of Problems
- Improve – Identify and Implement Solutions
- Control – Ensuring Improvements Last

Skills for Change Workshops

- Understanding Self and Others
- Influencing Skills
- Overcoming Resistance
- Coaching Level 1
- Dealing with Emotion and Aggression
- Coaching Level 2

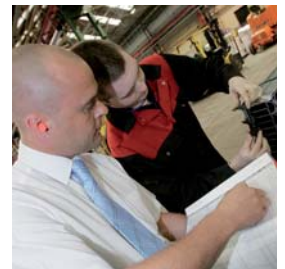
Delivery and Deployment

Delivery is flexible and can be tailored to individual company requirements in order to fit with your work patterns. The core Q-IT modules amount to around 1.5 days per employee per month.

In addition, our support and transference of skills framework fits around the core modules. The framework includes a readiness audit and pre-assessment including a workshop to launch the Q-IT programme within your business. Then we will help you choose the right projects to work on so that we can support and coach your employees, in the workplace, in between the formal training sessions. Each month participants will receive up to 2 hours of work-based coaching together with facilitated coaching workshops to help share best practice and build a community of peer support that lasts beyond the formal learning process.

Optional NVQ Qualification

There is an option to have work assessed for an NVQ in Business Improvement Techniques (either Level 2 or Level 3). To secure the NVQ, participants need to complete the course project and are given an informal, knowledge-based assessment. In addition, a portfolio of evidence will need to be compiled.



“This has been an excellent programme that has instilled skills which I have found invaluable. It has given me the confidence to tackle problems in a more methodical way, making cost savings more realistic.”

Carl Blick,
Barton Coldform

