



Asia Masters Center

Business Improvement & Quality Techniques





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Course Objective

- To understand the context in which business process improvement and quality techniques support business strategy and high level strategic goals
- The importance of business process improvement in performance management
- To understand how to apply 5S and Visual Management techniques to control processes
- The importance and benefits of teamwork within the Lean model
- How to apply problem solving structure and techniques to improve performance
- Identify where the 6 Big Losses are and choosing the appropriate action plan to gain the biggest benefits
- Understand SPC and how to improve and control quality performance



➔ Target Audience

- managers
- senior buyers
- project managers, civil engineers
- construction managers
- contractors, sub-contractors
- site engineers, senior management
- government agencies
- architects, construction professionals
- anyone responsible for purchasing at a senior level who seeks to enhance their skills further.
- Purchasing and supply chain managers Project managers.

➔ Course Outline

DAY 1

- **Strategic Context**
- What is strategy; an overview of its aims and purpose
- Strategic management tools
- How business process improvement supports strategy
- Using strategy maps to identify areas for business improvement
- **Effective Strategy Execution**
- Designing and using effective performance management systems
- How business process and quality improvement fits in



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- **Lean Awareness**
- Definition of Lean
- What Lean Entails
- Traditional versus Lean
- Six key principles of Lean
- Cost reduction and Lean principles
- Barriers to implementing Lean
- Understanding the foundation and pillars of Toyota's 'TPS House'
- Benefits to the Business
- Benefits to Employees
- The Five Phases
- Business process simulation
- **Supplier Basics**
- What is value
- The Three M's of waste
- Value Stream Mapping
- Measures of Performance
- The 7 Wastes
- 5S Workshop Management
- Visual Management
- Product Cell Design
- SMED Techniques
- Take Time
- Line Balancing



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- Process Capability
- Pull versus Push
- Team Empowerment
- **DAY 2**
- **Effective Leadership**
- Manager or leader?
- Why we need more leaders
- Effective team leadership
- **Organisational Culture**
- Cultural frames of reference
- Four layers of culture
- The cultural web
- A Lean culture
- People and Lean
- **Effective Teamwork**
- The power of teams
- The role of teams in Lean
- Lunar Rescue Exercise
- Consensus Reaching Tools and Techniques
- What is a Team?
- Teams Are...
- Why Business Needs Teams
- Individual Team Characteristics (The Adair Model)

- Stages in team development
- Team Set Up
- Belbin's team roles
- Characteristics of Effective Teams
- Team role questionnaire and consideration
- Relating the learning points to the Real World

DAY 3

- **The Toyota Production System – A Philosophy Built on Lean**
- The heart of TPS – waste reduction
- Objectives of Visual Management
- The Evolution
- Pillars of the TPS – *Jikoda* – Toyota's approach to visual control
- What is a Visual Workplace?
- The 5S's
- Seiri – Sort out the mess and clutter
- Seiso – Select, a place for everything, everything in its place
- Seiton – Shine and spot problems
- Seiketsu – Standardized method, applied by all
- Shitsuki – Sustain, becomes a habit
- Skills Matrix
- Product Organization
- Kanban Systems



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- Scheduling Boards
- Tool Storage / Shadow Boards
- Pick Up and Drop Off Points
- Pillars of the TPS – Just-in-time
- Understanding continuous flow
- The foundation of the TPS –*heijunka*
- Levelling the work flow

DAY 4

- **Creative Problem Solving**
- Analyse the Problem
- Decide if a problem exists
- Define the problem
- Diagnose the problem
- Decide on a Solution
- Generate alternatives
- Solving problems the Toyota Way
- See for yourself – *genchi genbutsu*
- The five ‘why’s’
- **Tools Covered Include**
- Histograms
- Pareto Analysis
- Kepner / Tregoe
- Cause and Effect Diagrams



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- Brainstorming
- Mind-mapping
- Paired Comparison
- FMEA

DAY 5

- **Statistical Process Control**
- The Meaning of Quality
- Quality Control
- Attribute and Variable Methods of Measurement
- Frequency Distribution
- Normal and Non Normal Distribution Curves
- Common and Special Causes of Variation
- Standard Deviation for Normal Distributions
- Machine Capability
- Cp / Cpk Interpretation
- Process Improvement Stages
- Definition of SPC
- The Five Influencing Factors
- Introduction to SPC Charts
- Concern and Corrective Action Log
- The design of financial models for forecasting and decision-making
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- We can assist you in booking hotels at discounted prices if you wish to book through us.
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➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
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Price (USD)

Communicate with the training department
to know the participation fees

➤ **There are offers and discounts for groups**

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