

IMPROVE

nw **WIRC**
Driving Impact for Manufacturers



Quality System Fundamentals for the Non-Quality Professional

Provides the fundamentals of a formal quality management system, including the importance of customer focus, leadership involvement, quality planning, quality assurance, and quality improvement. An integral part of the formal quality management system includes the Plan-Do-Check-Act (PDCA) cycle along with the seven basic quality management principles. The course will discuss risk-based thinking and the importance of identifying internal and external risks to the organization along with methods for reducing risks. This training is ideal for those responsible for the internal processes within an organization accountable for delivering what is needed and when it's needed along with the correct quality to either internal or external customers.

You will learn:

- Importance of customer focus within an organization
- Significance of leadership commitment and involvement
- Concepts behind risk-based thinking
- Necessary and sufficient conditions for effective quality planning
- PDCA cycle and the relationship to a formal quality management system
- Quality Management Principles
- Continuous improvement and relationship to business outcomes

Departments that should attend include:

Human Resources, Finance, Operations, Engineering, IT, and Sales & Marketing.

April 5, 2022
8:30 am – 12:00pm
via Zoom

Cost: \$149

Early-bird discount available

Register at:
www.nwirc.org/events

Instructor: Max Krug, Future State Engineering

Max has over 29 years experience in operations, including 16 years' consulting companies in a variety of sectors. He earned a Bachelor of Science in Industrial Engineering from Alfred University and a Master's in Business Administration from St. Bonaventure University.

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