



CONTINUOUS IMPROVEMENT

Understand the difference between innovation and continuous improvement before uncovering the root cause of a workplace pain point needing improvement

COURSE OVERVIEW

What is the difference between innovation and continuous improvement? Do you know what quality is and understand its link to continuous improvement?

This course has been designed to guide participants on ways they can lead continuous improvement efforts within the team environment. It will provide strategies for improved problem solving capabilities, improved quality, effective teamwork and problem prevention.

Participants will work through a gap and root cause analysis of a real workplace issue before using a Quality Circle to develop a business case for change.

LEARNING OUTCOMES

- Understand the difference between innovation and continuous improvement
- Learn the key concepts of Continuous Improvement
- Uncover the root cause of a real workplace issue
- Learn to identify the key 'pain points' of a workplace issue
- Break down the barriers between job functions and departments
- Apply Quality Principles to developing a case for change which builds quality and eliminates waste