



Title	Duration	Objectives	Content
-------	----------	------------	---------

Quality Management (QM)

2 Days

Experience QM as an entry into a new perception and check and appraise the following ideas painstakingly:

- DIN EN ISO 9001:2000
- ways of implementation
- integration of the CIP (continuous improvement process/management) idea
- implementation without dominance of the formalism
- use of modern computer-based tools (business modelling, activity-based accounting, structural organisation, Dynamic Job Description, etc.)
- use of modern working platforms (WEB 2.0, intranet, VPN-appliance)
- get practical starting points for efficiency and effectiveness in QM systems

- Objectives, contents, structures
- DIN EN ISO 9001:2000 – the formal framework
- Individual ways to certification
- Complaints management – convert customer ideas into activities
- Error treatment – change „culprits“ into „correctors“
- Efficient structural organisation, clear structure of tasks, functions, accountabilities
- Describe, analyse and efficiently structure processes
- Process costs and controlling
- Intranet-based QM system
- Benchmarking – learn from the best

Target Group

Owners of car dealerships, managers, executives, QM-managers/representatives, heads of quality management that:

- want to start a QM-system
- want to update an existing system
- aim at certification according to DIN EN ISO 9000:2001
- want to build up an intranet (web) based QM system
- want to replace formalism by efficient cooperation
- want to establish a real process of continuous improvement

Comments

The ISO-standard is the formal basis: away from its end in itself to the roots within the CIP (continuous improvement process/management), KaiZen principles and the use of modern communication mediums (web-based documentation, wiki as knowledge platform, blogs for exchange of ideas... and many ideas give the quality management a new fokus.