

LookingGlass - Quality Management (PQM01)

Course Overview

This course provides students with extensive project quality management skills. Students will first go through the concept of quality, customer input to quality, how to plan quality, quality control, and finally the Six Sigma methodology.

<u>Course Introduction</u>	2m
Course Introduction	
<u>Chapter 01 - Concept of Quality</u>	1h
Concept of Quality	
Grade vs. Quality	
Quality Management	
Impact of Poor Quality	
Key Terms	
The Five Major Cost Categories	
8 Categories of Waste	
Responsibility	
Thought Leaders	
8.1 Plan Quality Management	
8.2 Perform Quality Assurance	
8.3 Control Quality	
<u>Chapter 02 - Customer Input to Quality</u>	10m
Customer Input to Quality	
Customer Types	
Customer Impacts	
Defining Customer Requirements	
Project Characteristics/Attributes	
<u>Chapter 03 - Plan Quality</u>	14m
Plan Quality	
Quality Planning	
Scope Statement	
Product Description	
Operational Definitions	
Benchmarking	
Cause and Effect Diagrams	
Process Flowcharting	
Design of Experiments	
Quality Management Plan	
Types of Plans	
A Good Quality Assurance System	

Chapter 04 - Quality Control

32m

Quality Control
Cost of Quality
7 Basic Quality Tools
Key Concepts
Trend Analysis
A Good Quality System Will
Control Charts
Control Charts Key Terms
In Control
Variations
SIPOC
Pareto Diagrams
Statistical Sampling Terms
Acceptance Sampling
Advantages of Acceptance Sampling
Disadvantages of Acceptance Sampling
Quality Circles
Quality Control vs. Assurance
Continuous Improvement

Chapter 05 - Six Sigma

22m

Six Sigma
Performance Aspects of Six Sigma
Defects Per Million Opportunities
Six Sigma Advantages
Making Six Sigma Work
Do You Have A Six Sigma Philosophy?
The Steps
Implementing Six Sigma in Projects
The Six Sigma Methodology
Define
Measure
Analyze
Improve
Control
The 6 Six Sigma Challenges - Scope
The 6 Six Sigma Challenges - Training
The 6 Six Sigma Challenges - Implementation Model
The 6 Six Sigma Challenges - Communication
The 6 Six Sigma Challenges - Measuring Progress
The 6 Six Sigma Challenges - Risk Management
Course Closure

Total Duration: 2h 20m