Management and improvement using quality

En bref

- **Langues d'enseignement**: Anglais
- **Forme d'enseignement**: Travaux dirigés

Présentation

Objectifs

This module aims to enable the student to identify and describe the processes and the objectives of a Quality Management system as well as participate in its construction and improve the processes.

Heures d'enseignement

Management and improvement using quality - TD

- **Travaux Dirigés**: 20h

Pré-requis nécessaires

The student should have some knowledge of different quality standards and know how to interpret them.

Basic knowledge of company organization would be an advantage.

Plan du cours

- Seven basic quality tools
- Continuous improvement: PDCA and DMAIC
- Process mapping
- Auditing, Assessment
- ISO 9001 requirements
- Quality management case studies

Compétences visées

On completion of the module, the student is expected to be able to:

**L01**: Make the personnel aware and accompany them in activities linked to quality (approach, processes, procedures, tools...)

**L02**: Know how to map a process

**L03**: Use continuous improvement methods

**L04**: Analyze the company's quality management system (current state, approach and deployment, possible improvements and future objectives)

Infos pratiques

Lieux

- Annecy-le-Vieux (74)
Campus

> Annecy / campus d'Annecy-le-Vieux

Informations non contractuelles.
Dernière mise à jour le 03 décembre 2019