

Continuous Quality Improvement



Continuous improvement is the ongoing improvement of products, services, or processes through incremental and breakthrough improvements. Some scholars make a distinction between continuous improvement and continual improvement. Continual improvement refers to general processes of improvement and encompassing discontinuous or non-linear improvements—that is, many different approaches covering different areas.

Continuous improvement is a subset of continual improvement, focusing on linear, incremental improvement within an existing process. When this distinction is made, continuous improvement is closely associated with statistical quality control. An alternative definition of continuous improvement is the identification of opportunities for streamlining the work process. This module introduces you to the various methods of achieving continuous quality improvement.

This module is designed for managers and junior executives seeking to transition to an organizational leader at the director, chief, vice president, or president levels.

Outcomes

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| <ol style="list-style-type: none"> 1. Understand the basic concepts of quality management and continuous improvement. 2. Use different approaches to achieve process improvement. 3. Know how to use the basic tools of quality. | <ol style="list-style-type: none"> 4. Manage the responsibilities of continuous improvement teams. 5. Develop a problem-solving approach applicable in a variety of situations. 6. Understand the current approaches to quality, such as Six Sigma and Lean. |
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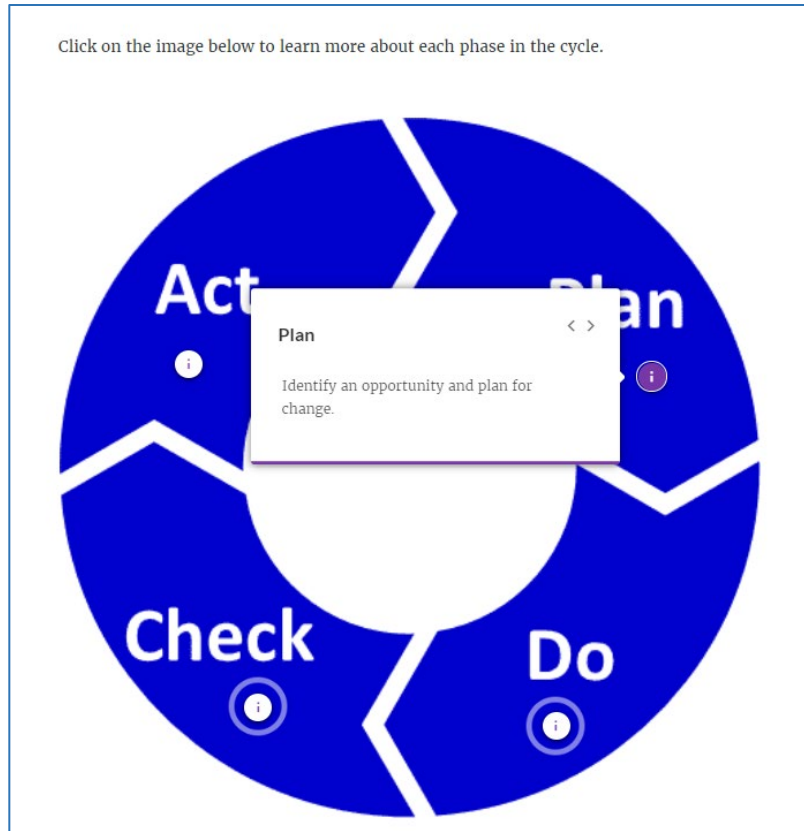
Recommended Learners

Higher Education

- Undergraduate students
- Graduate students

Business, Industry, Nonprofits, & Agencies

- Managers
- Executives
- Business Owners
- Entrepreneurs



An example of a learning event in our Leading Edge Learning modules. The types of instructional content within the modules include: readings, videos, transcripts, audios, interactive questions, offline application exercises, flash cards, narrated presentations, matching exercises, relevant articles, downloads, a final exam, and other activities designed to engage learners based on recognized science of learning educational concepts.

Applications and Best Practices

Higher Education

- ✓ Include the module in an undergraduate course on leadership.
- ✓ Use to develop new or emerging organizational leaders.
- ✓ As an education module within a graduate program that includes leadership.

Business, Industry, Nonprofits, & Agencies

- ✓ Use to transition from senior manager to organization leader.
- ✓ Develop newly selected senior leaders.
- ✓ Develop continuous quality improvement skills and abilities.

Pricing
Module is Approximately 5-6 Learner Hours

1-100 Learners per Year
 \$49 per Learner

101-500 Learners per Year
 \$44 per Learner

500+ Learners per Year
 \$39 per Learner