The Continuous Quality Improvement Team

Continuous Improvement is a concept that will benefit all organizations. The basic idea is that the employees know best how to make the incremental changes that will improve operations. By working together as a team, employees will be better enabled to improve the quality of the organization's products and services to all customers, internal and external.

Through your participation in this important effort and membership on the team, you will be improving the organization. As the organization improves, the benefits to you are realized through your safety and work environment.

The purpose of this module is to provide team members with a ready reference while serving on a continuous improvement team. By better understanding the continuous improvement process, knowing the tools available to you for your work, and employing sound team procedures, you and your team will be able to contribute to continuous quality improvement.

Outcomes

1. Form a continuous improvement team.
2. Know the team skills for continuous improvement teams.
3. Conduct cost-benefit analysis and return on investment calculations.
4. Prioritize and problem solve.
5. Know the tools and process for conducting root cause analysis.
6. Understand the concepts of total quality management.
7. Know and apply the seven basic tools of quality.
8. Conduct an after action review.
9. Launch a process improvement initiative.
10. Lead a continuous improvement program.
11. Know how to communicate quality management.
12. Analyze and report quality management information.
13. Conduct training and support for quality management operations.
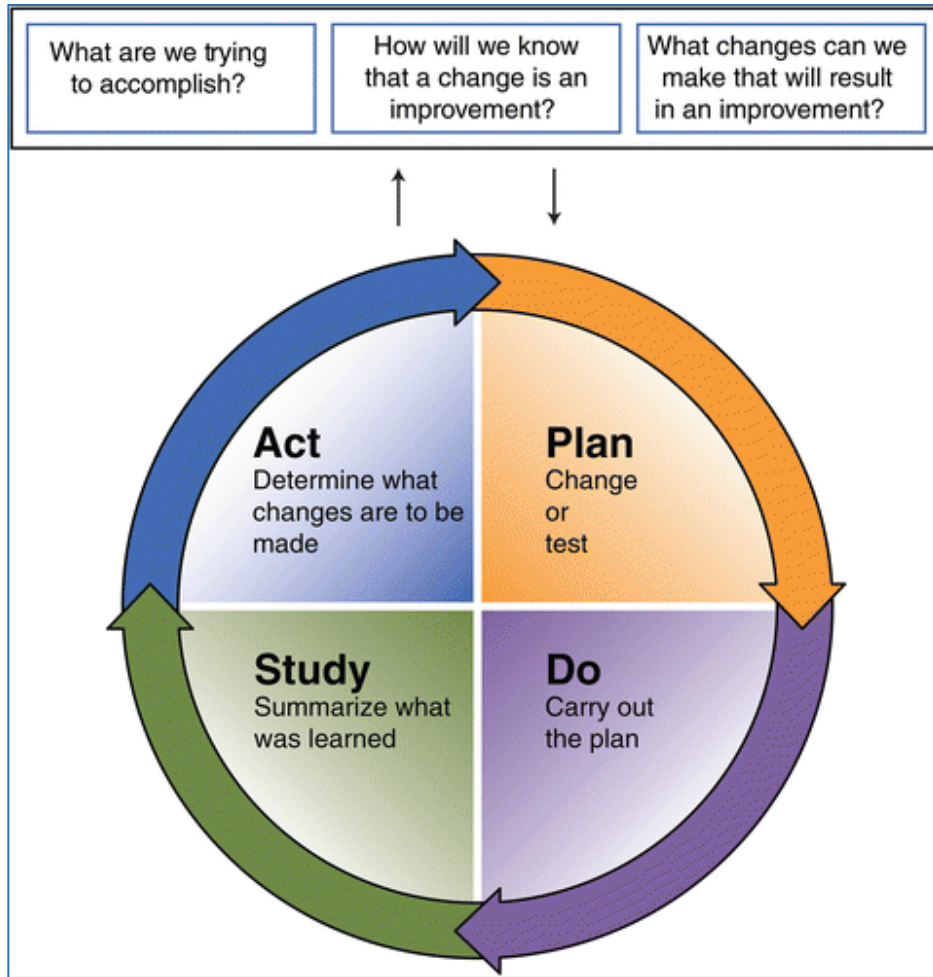14. Perform business process improvement activities.

Recommended Learners

Higher Education	Business, Industry, Nonprofits, & Agencies
➢ Undergraduate Students	➢ Supervisors & Managers
➢ Graduate Students	➢ Continuous Improvement Team Leaders

| What are we trying to accomplish? | How will we know that a change is an improvement? | What changes can we make that will result in an improvement? |

Act — Determine what changes are to be made

Plan — Change or test

Study — Summarize what was learned

Do — Carry out the plan

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	Business, Industry, Nonprofits, & Agencies
✓ Include in a course on project management or quality management.	✓ Teach the required skills for participation on a continuous improvement team.
✓ Include in a course on teams and teamwork.	

Pricing
Module is Approximately 22-25 Learner Hours

1-100 Learners per Year	101-500 Learners per Year	500+ Learners per Year
$285 per Learner	$270 per Learner	$255 per Learner

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