

INDUCTION TO QUALITY (FOR MANAGER)

Durée
3 heures

Date début prochaine session
sur inscription

Nb places dispo.
/

Langue
/

LIEU DE LA FORMATION

Référence : M4219
Effectif max : 20 participants
Langue : EN
Cible : Top and middle managment
Tarif : 300,00 € HTVA

ACCÈS AU LIEU DE FORMATION

INSTITUT DE FORMATION SECTORIEL
DU BATIMENT SA.

PUBLIC CIBLÉ

Anyone wishing to understand the fundamentals of quality and the company's internal organisation

OBJECTIF

Create anchor and action points in the field of quality
Provide participants with a new compass for:
- Adopt standardised, shared working methods with a view to improving effectiveness and efficiency
- Take action on a day-to-day basis thanks to new perspectives
- Facilitate the emergence of a culture of continuous improvement
- Being able to implement or apply a strategy for the common good
- etc.

Develop intra- or inter-departmental or even employee-to-employee cooperation processes
Facilitate modes of communication
Supporting the implementation of company operational action plans

CONTENU DE LA FORMATION

- Concepts: management, management systems, standards and quality, etc.
- A project in its own right (managers session only)
- Some everyday life useful concepts and tools: PDCA, 5W, RACI, prioritisation, ...
- The allegory of the cake: an everyday example of how to translate quality concepts
- Understanding a simple process through examples
- The concept of service quality
- How to work according to quality principles
- Performance
- Engaging staff (managers session only)
- Management VS Leadership (managers session only)
- Major areas of risk and risk-based management (managers session only)
- Objectives and indicators (managers session only)