



## INDUCTION TO QUALITY (FOR ANYBODY)



Durée  
**3 heures**



Date début prochaine  
session  
**sur inscription**



Nb places dispo.  
/



Langue  
/



### LIEU DE LA FORMATION

Référence : M4220

Effectif max : 20 participants

Langue : EN

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.
- 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