

BUSINESS IMPROVEMENT & QUALITY TECHNIQUES



GENTEX[®]
TRAINING CENTER



Introduction

Business Improvement & Quality Techniques Training Course builds the practical toolkit professionals need to lift process performance and quality. Participants work through process mapping and analysis, root cause investigation, Lean waste elimination, Six Sigma and variation control, problem-solving frameworks, and improvement measurement as one connected method. The programme links the symptoms an operation shows with the underlying causes improvement must fix. As a result, learners gain a repeatable improvement approach they can apply to their own processes. Furthermore, the course strengthens analytical thinking, measurement discipline, and benefit tracking.

Business Improvement & Quality Techniques Course Objectives

- Explain business improvement principles and quality management concepts.
- Map processes using flowcharts, swimlane diagrams, and SIPOC.
- Apply value stream mapping and cycle time analysis.
- Apply root cause analysis: 5 Whys, fishbone, and Pareto analysis.
- Apply Lean techniques to identify and eliminate the eight wastes.
- Apply the Six Sigma DMAIC methodology to improvement projects.
- Apply statistical process control and control chart selection.
- Apply problem-solving tools: A3, PDCA, and 8D.
- Apply Kaizen events and continuous improvement practices.
- Apply cost of quality analysis, KPIs, and benefit tracking.

Course Methodology

- Interactive sessions built on process improvement and quality cases.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Workshops on process mapping, root cause analysis, and waste identification.
- Group exercises on DMAIC projects, control charts, and A3 problem solving.
- Hands-on practice with process maps, control charts, and improvement charters.
- Simulation of a Kaizen event and a problem-solving review.
- Facilitator coaching and peer review on personal improvement projects.

Who Should Take This Course

- Quality managers and continuous improvement professionals.
- Operations, production, and service managers.
- Process owners and business analysts.
- Lean and Six Sigma practitioners and project leads.
- Project and performance management professionals.
- Consultants advising on process improvement and quality programmes.

Business Improvement & Quality Techniques Course Outlines

Day 1: Improvement Foundations and Process Thinking

- Business improvement principles and quality management concepts.
- Process thinking and the customer-supplier relationship.
- Cost of quality: prevention, appraisal, and failure costs.
- Process mapping: flowcharts, swimlanes, and SIPOC.
- Value stream mapping and cycle time analysis.
- Identifying value-adding and non-value-adding steps.
- Case discussion: an improvement project with no measurable result.





Day 2: Root Cause Analysis and Problem Solving

- Problem definition and problem statement writing.
- The 5 Whys and fishbone (Ishikawa) analysis.
- Pareto analysis and prioritisation.
- A3 problem-solving and PDCA cycles.
- The 8D methodology for corrective action.
- Data collection and verification of causes.
- Workshop: diagnosing a process problem to root cause.

Day 3: Lean Techniques and Waste Elimination

- The eight wastes of Lean and their symptoms.
- Value stream analysis and takt time.
- 5S workplace organisation and visual management.
- Standard work and one-piece flow concepts.
- Set-up reduction, SMED, and total productive maintenance basics.
- Kaizen events and rapid improvement workshops.
- Exercise: running a waste identification and Kaizen plan.

Day 4: Six Sigma, SPC, and Quality Tools

- The DMAIC methodology: define, measure, analyse, improve, control.
- Project charters, CTQ trees, and measurement system analysis.
- Process capability: Cp, Cpk, and process sigma.
- Statistical process control and control chart selection.
- Variation, common causes, and special causes.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Quality tools: check sheets, histograms, and scatter diagrams.
- Simulation: analysing process data and selecting a control chart.

Day 5: Measurement, Governance, and Sustaining Improvement

- Performance metrics, KPIs, and balanced scorecards.
- Benefit tracking, verification, and financial impact.
- Improvement governance, ownership, and review cadence.
- Standardisation and control of improved processes.
- Building an improvement culture and capability.
- Managing resistance and sustaining gains.
- Capstone: presenting a business improvement project plan.

Conclusion

By successfully completing Business Improvement & Quality Techniques, participants will gain a practical command of process mapping, root cause analysis, Lean and Six Sigma methods, statistical process control, problem-solving frameworks, Kaizen, and improvement measurement. They will acquire skills in waste elimination, data-driven diagnosis, control chart application, and benefit tracking that deliver measurable process gains. Gentex Training Center designs the programme to help professionals improve business performance with confidence.

FAQs





Q1 What is the "Business Improvement & Quality Techniques" course about?

It builds the practical toolkit professionals need to lift process performance and quality. The course spans improvement foundations and process thinking, root cause analysis and problem solving, Lean techniques and waste elimination, Six Sigma, SPC and quality tools, and measurement, governance and sustaining improvement.

Q2 What are the key benefits of the "Business Improvement & Quality Techniques" course?

You gain a repeatable improvement approach that links the symptoms an operation shows with the underlying causes improvement must fix. The course improves process mapping and diagnosis, strengthens root cause and data analysis, sharpens Lean waste elimination and Six Sigma application, and gives you measurement and governance practice that sustains gains.

Q3 What skills will I gain from the "Business Improvement & Quality Techniques" course?

You will develop four core skills: process mapping with value stream and cycle time analysis, root cause analysis using the 5 Whys, fishbone and Pareto, Lean and Six Sigma application with DMAIC and control charts, and performance measurement with benefit tracking and improvement governance.



Q4 What tools, methods, or standards are covered in the "Business Improvement & Quality Techniques" course?

The course covers business improvement principles and quality management concepts, process thinking and the customer-supplier relationship, cost of quality across prevention, appraisal and failure costs, process mapping with flowcharts, swimlanes and SIPOC, value stream mapping and cycle time analysis, value-adding and non-value-adding step identification, problem definition and problem statement writing, the 5 Whys and fishbone (Ishikawa) analysis, Pareto analysis and prioritisation, A3 problem solving and PDCA cycles, the 8D methodology, data collection and cause verification, the eight wastes of Lean, value stream analysis and takt time, 5S workplace organisation and visual management, standard work and one-piece flow, set-up reduction, SMED and total productive maintenance basics, Kaizen events and rapid improvement workshops, the DMAIC methodology, project charters, CTQ trees and measurement system analysis, process capability with Cp, Cpk and process sigma, statistical process control and control chart selection, variation, common causes and special causes, quality tools including check sheets, histograms and scatter diagrams, performance metrics, KPIs and balanced scorecards, benefit tracking and verification and financial impact, improvement governance, ownership and review cadence, standardisation and control of improved processes, building an improvement culture and capability, and managing resistance and sustaining gains.

Q5 How is the "Business Improvement & Quality Techniques" course applied in real-world practice?

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



Participants apply it to real work such as mapping a process and its value stream, diagnosing a defect to root cause, running a Kaizen event on a bottleneck, building an A3 for a recurring problem, analysing process capability and selecting a control chart, and tracking improvement benefits against a baseline. The same methods support standardisation and improvement governance reviews.

GENTEX[®]

TRAINING CENTER