

Executive Seminar



The overriding purpose of this three day executive seminar was articulated by W. Edward Deming when he said, “Without theory, there are no questions, and without questions there can be no learning.” Therefore we have developed a seminar in a format that will put forth a bunch of theories, around which we will ask many questions, from which we will all learn. At the end of the seminar, we will make decisions based upon our learning that could have a profound impact on the way we do business from this point forward.

Three Essential Elements

Attitude Development

Attitudes are the basis of all behaviour; therefore, in order to develop or enhance process improvement, it is essential that we think in a new way.

Process Improvement Principles

The understanding of process improvement principles is essential to developing the program and direction that would best be suited for your company.

Vision & Plan

Having an end result of what is to be achieved, key indicators of success and implementation strategy is what going to drive the process improvement program to a positive impact on productivity and profits.

Objectives that will be accomplished are:

- Develop an understanding of the new way of thinking and the benefits.
- Develop an understanding of what constitutes corporate culture and management’s impact upon it.
- Develop a definition of quality that can be applied to the entire organization.
- Develop/reaffirm the corporate mission statement.
- Develop an understanding of the quality principles of Deming, Juran, Crosby and Carlzon to serve as a base for your customized approach.
- Develop a customized set of quality principles to serve as a management behavioural template to promote change.
- Gain a general understanding of variation and complexity.
- Develop an understanding of Root Cause Analysis and Cycle Time Reduction, when each is applicable.
- Develop a change strategy and structure to support that change.
- Develop a quality statement.
- Identify quality indicators and corporate dashboard of vital measurements indicating future success.

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« High quality is achieved by continual improvement in terms of customer’s expectations. »