

Trainer Training



Train selected employees to serve as trainers to teach the Total Quality process, use of appropriate Total Quality tools, importance and method of delivering service excellence both internal and external, customer identification and satisfaction, and the method of selecting department/team projects and evaluating the results.

Three Essential Elements

Attitude Development

Having tools to effectively motivate employees and impart the attitude change that is required in implementing any improvement of processes is essential to obtaining the desired results. Quality improvement is a way of thinking not just a new set of steps to follow.

Philosophy and Principles

The understanding of process improvement philosophy and principles is essential to be able to effectively facilitate a process improvement initiative and in measuring it's success.

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:

- Learn the concepts of customer/supplier relationships.
- Learn the concept of process and its relationship to departments and individual.
- Learn process variation tools.
- Learn the principles of teaching adult learners.
- Learn the concepts of Quality indicators.
- Learn diagnosis and data gathering techniques.
- Learn methods of creating effective teams.

Contact Information

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« *Webster defines facilitate as: “to make easier or less difficult”* »