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Learning & Consultancy

## Course Outlines

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# Course Outlines (1)



## Quality Management for Business Profit

### ❑ Introduction and Definitions

- The Course contents, and the Intended Learners
- Definition of Quality
- Quality characteristics
- Quality assurance (QA), quality control (QC) and quality Management
- The Evolution of quality in History

### ❑ The Voice of the Customer (VOC)

- Voice of The Customer (VOC)
- Customer Identification and Segmentation
- Collecting Customer's requirements
- The House of Quality
- Kano Model and Customer Satisfaction

### ❑ ISO9001 quality management system requirements

- ISO9001: The Quality Management System-Requirements

### ❑ The 7 Principles of Quality and the SIPOC Business Process

- The 7 Principles of Quality Management
- The Business Process (SIPOC)

### ❑ Key Performance Indicators (KPIs) and Cost of Quality (COQ)

- Cost of Quality COQ
- Cost of Poor Quality COPQ
- Cost of Good Quality COGQ

### ❑ Measurement and improvement tools and methodologies

- Measurements, Sampling, Types of Data, and mistakes in measurement
- The 7QC Tools, Kaizen and six sigma methodologies for continual improvement
- Knowledge about Six Sigma

# Course Outlines (2)



## **Practical Project Management - a Step by Step Implementation**

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### ☐ **Project Management tools and principles**

- What is a Project?
- a Program and a Portfolio
- The classical project constraints
- The Phases of Project Management
- The Project Charter
- The 10 Knowledge Areas
- Project's Stakeholders Analysis
- Project Risk Management
- SWOT Analysis and Business Case
- Project Budget estimation
- The Tools of Project Management

### ☐ **The Practical Projects Management**

- Introduction to the Practical section
- Case Study (1): a Mega Project case study
- Case Study (2): a Villa design and Building
- Software use for project management

### ☐ **Financial Measures and Project Progress Indicators**

- Measures Introduction
- Financial Measures
- Project Progress Indicators

### ☐ **The PMP Certification**

- The Certification organizations and requirements
- How to get certified

# Course Outlines (3)



## Six Sigma Basics and Fundamentals

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### ☐ Introduction

- Course Introduction
- Course Subjects
- Introduction to Six Sigma
- Who needs 6 Sigma!

### ☐ The improvement tools to achieve 6 Sigma

- Introduction to the tools
- Types of Data
- Average and Range
- Mode and Median
- Standard deviation
- Tool 1 | Process flowchart
- Tools 2,3 | Pareto and Check sheet
- Tool 4 | Histogram
- Tool 5 | Control Chart and Bell Curve
- Tool 6 | Correlation diagram
- Tool 7 | Fishbone

### ☐ Belts and Certifications

- About belts and Certifications
- How to plan your six sigma career

### ☐ Six Sigma Basics and fundamentals

- Basics of Ratios
- The meaning of 3 per million
- 3 Sigma Vs 6 Sigma
- Defect Vs Defective
- Historical Background

### ☐ DMAIC Methodology

- What is DMAIC Methodology
- What is DMADV Methodology
- DOE Design of experiment
- More about Business Process

### ☐ Six Sigma Project Measures

- Project and Project Management tools
- How to start a six sigma project
- How to Prioritize a Six Sigma project



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+966 55 953 3603

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[www.advancedtk.com](http://www.advancedtk.com)

[learning@advancedtk.com](mailto:learning@advancedtk.com)