

QUALITY AT WORK

Target Group:

- All levels of an organisation

Course Objectives & Benefits:

- Recognise how attitudes and thought processes impact on the quality culture of an organization
- That motivation is most effective when it comes from within and not from external conditions.
- The importance of developing relationships within the organization so as to gain confidences or external supplier / customers
- Adopt the principles of quality, ownership and responsibilities as a way of life

Cost: 18000 (MUR)

Course Content

INTRODUCTION

- Attitude
- Motivation

PROBLEM OWNERSHIP

- Definition
- Performance Thinking
- Law of change

CUSTOMER / SUPPLIER RELATIONSHIPS

- Quality overview
- Internal
 - Customers
 - Suppliers

PROJECT MANAGEMENT

- Project Management defined
- Application in the work place
- 4 Absolutes of quality