

Fundamentals of Total Quality Leadership

Course Summary

Student Information

Lesson Outline

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Lesson Objectives

None

Length of Instruction

This module takes approximately 1.5 hours

Fundamentals of

Total

Quality

Leadership

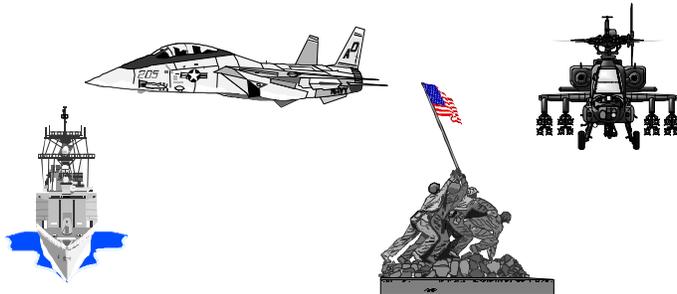
Course Summary

Video...

“Flight of the Buffalo”

Course Mission Statement

To provide the student with a basic understanding of Total Quality Leadership principles and techniques that lead to improving mission performance and readiness

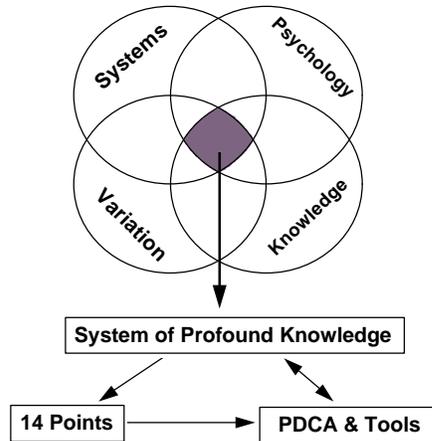


Course Terminal Objectives

You should now be able to:

- #1 - Explain the DON quality approach
- #2 - Describe the quality improvement team structure
- #3 - Describe the System of Profound Knowledge
- #4 - Explain the Fourteen Obligations of Management
- #5 - Identify, construct and apply basic process improvement tools

DON Approach to Quality Management



DON Definition of TQL

The application of quantitative methods and the knowledge of people to assess and improve:

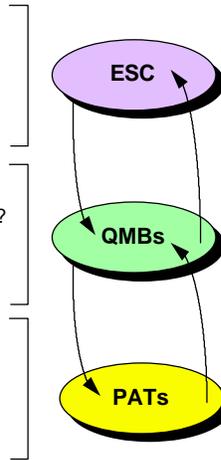
- ◆ The materials and services supplied to the organization
- ◆ All significant processes within the organization and
- ◆ Meeting the needs of the end-user, now and in the future

Integrated Team Structure

- ◆ **Quality Policy / Goals**
 - What are our customers' needs?
 - What are our significant processes?
 - What changes are required for quality improvement?

- ◆ **Process Management / Improvement**
 - How does the process work?
 - Which process variables are most significant for quality?
 - How do we gather current performance data?
 - What resources are needed to analyze/improve the process?

- ◆ **Data Collection**
 - What can we do to simplify the process?
 - What can we do to stabilize the process?
 - What did we learn from the data collected?
 - Are there special problems to be corrected?



Class Graduation



- ◆ **Course Critiques**
- ◆ **Course Expectations**
- ◆ **Graduation Certificates**