

# Fundamentals of

**T**otal

**Q**uality

**L**eadership

**Course Overview**

# Course Administration

- ∪ **Administrative Items**
- ∪ **Course Materials**
- ∪ **Class Introductions**
- ∪ **Course Expectations**
- ∪ **Class Ground Rules**

# **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

**By the end of this course the student will 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**

# Course Structure

- ∪ **Course Overview**
- ∪ **Module 1 - DON Quality Approach**
- ∪ **Module 2 - Quality Improvement Teams**
- ∪ **Module 3 - System of Profound Knowledge**
- ∪ **Module 4 - Fourteen Obligations of Management**
- ∪ **Module 5 - Basic Process Improvement Tools**
- ∪ **Course Summary**

# Course Schedule

v Day One	Overview	0.5 Hrs
	Module 1	4.0 Hrs
	Module 2	2.0 Hrs
	Module 3-1	1.5 Hrs
v Day Two	Module 3-2	2.5 Hrs
	Module 3-3	3.0 Hrs
	Module 3-4	1.0 Hrs
	Module 4	1.5 Hrs
v Day Three	Module 5	6.0 Hrs
	Summary	1.5 Hrs

# DON Approach to Quality Management

