

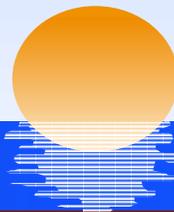
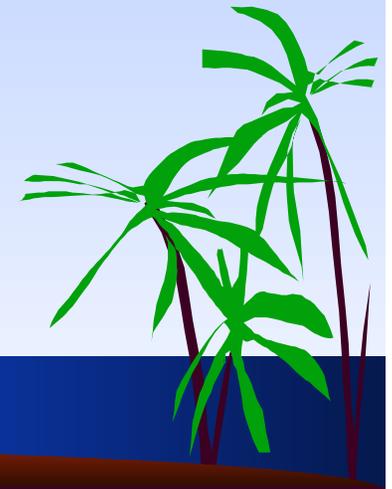
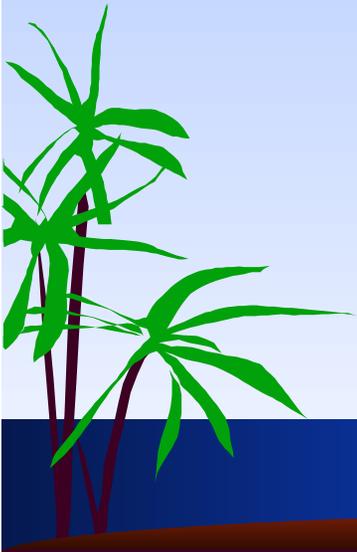
Fundamentals of

Total

Quality

Leadership

Course Summary



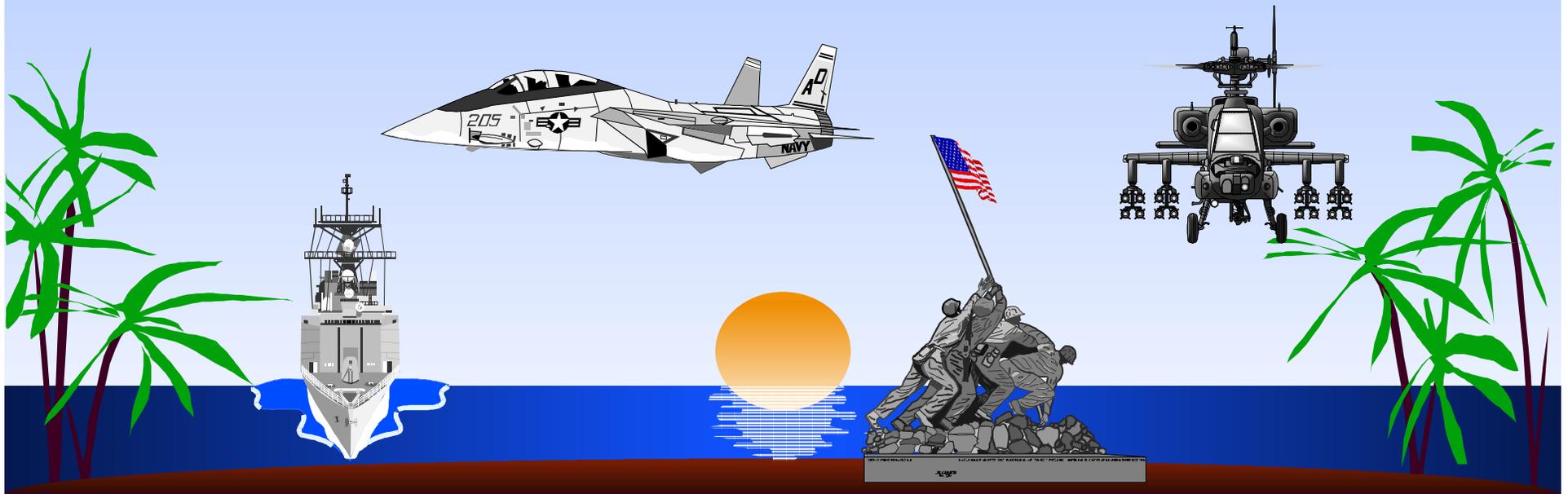


Video...

“Flight of the Buffalo”

Course Mission Statement

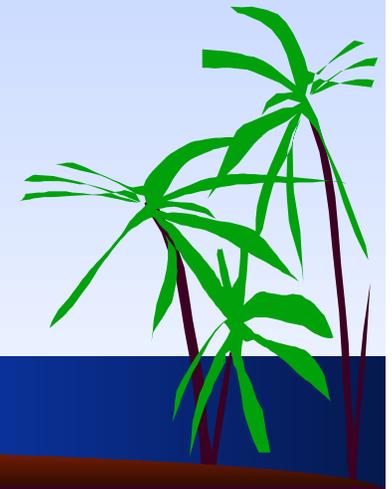
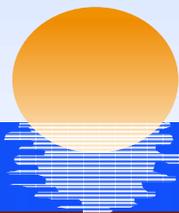
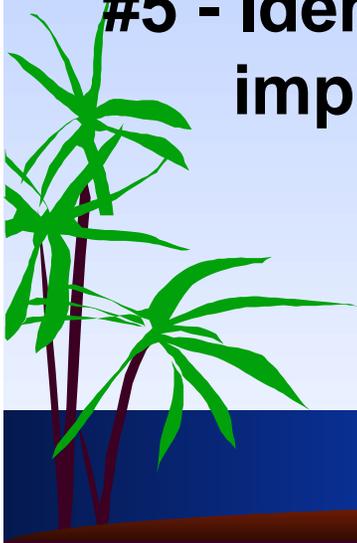
To provide the student with a basic understanding of Total Quality Leadership principles and techniques that lead to improving mission performance and readiness



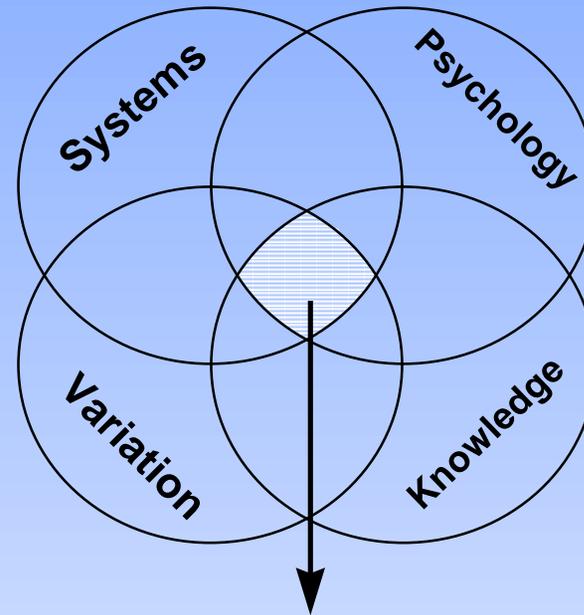
Course Terminal Objectives

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**



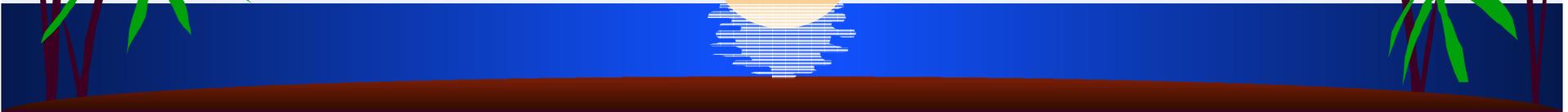
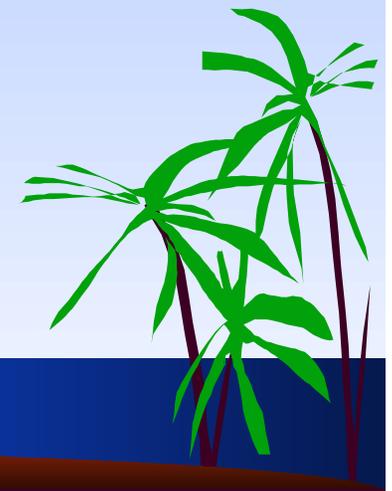
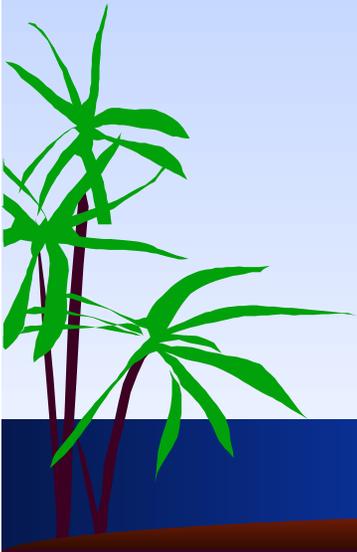
DON Approach to Quality Management



System of Profound Knowledge

14 Points

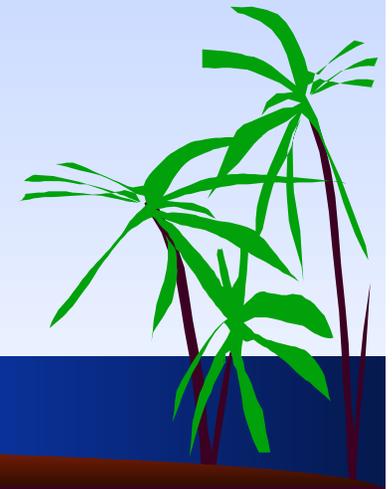
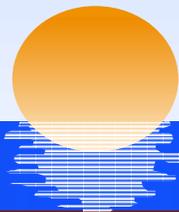
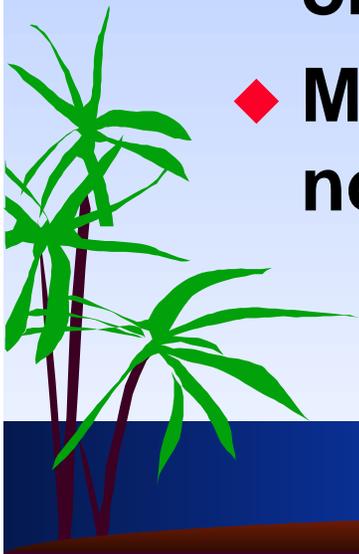
PDCA & Tools



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

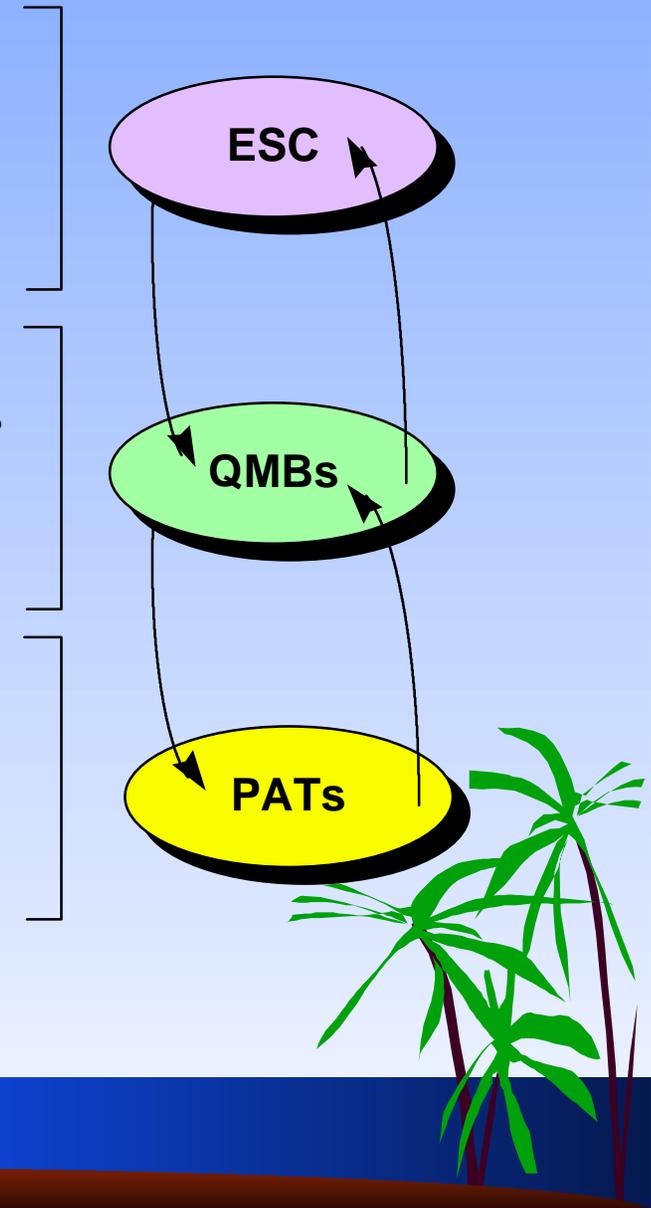
- λ What are our customers' needs?
- λ What are our significant processes?
- λ What changes are required for quality improvement?

✓ Process Management / Improvement

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

✓ Data Collection

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





Class Graduation



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

