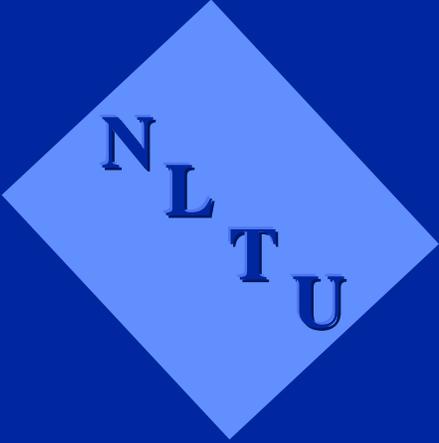


N
L
T
U

Methods for Managing Quality

Course Overview

The logo consists of a light blue diamond shape containing the letters 'N', 'L', 'T', and 'U' in a dark blue serif font, arranged diagonally from top-left to bottom-right.

N
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U

Purpose Statement

To provide knowledge and skills for application of Process Management and associated tools. Applying these methods will significantly improve the organization's mission performance and readiness.

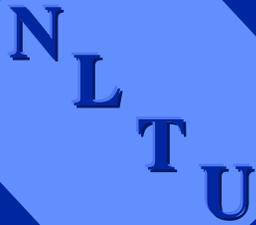
Course Administration

- ◆ Administrative Items
- ◆ Course Materials
- ◆ Class Introductions
- ◆ Course Expectations
- ◆ Class Ground Rules



Class Introductions

- ◆ Your Name/Rate
- ◆ Your Command/Position
- ◆ Years of Federal Service
- ◆ Your TQL background
- ◆ Personal Interest
 - ◆ *Family, hobbies, etc.*



Train-The-Trainer Course

- ◆ Target Audience
 - ◆ Command TQ Coordinators
 - ◆ Command Quality Advisors
 - ◆ ESC And QMB Members
- ◆ Just-In-Time Training
 - ◆ TQC and QAs train teams as needed to perform tasks associated with Process Management



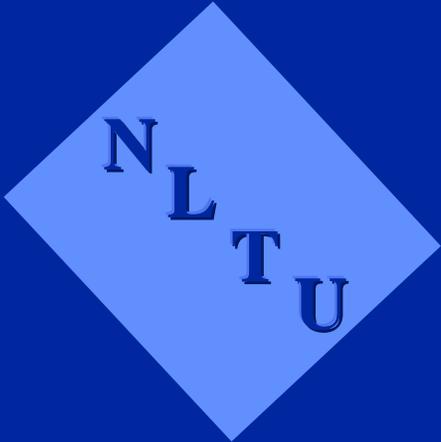
Course Structure

- ◆ **Course Overview**
- ◆ **Module 1 - Process Management Flowchart
(Steps 1 through 5)**
- ◆ **Module 2 - Process Management Flowchart
(Steps 6 and 7)**
- ◆ **Module 3 - Process Management Flowchart
(Steps 8 through 11)**
- ◆ **Course Summary**

Overview Learning Objectives

By the end of the lesson, participants will be able to:

- ◆ Describe the activities required to establish Process Management in Phase-I, Implementation efforts
- ◆ Recognize the Process Management Flowchart and its relationship to the Integrated Team Model

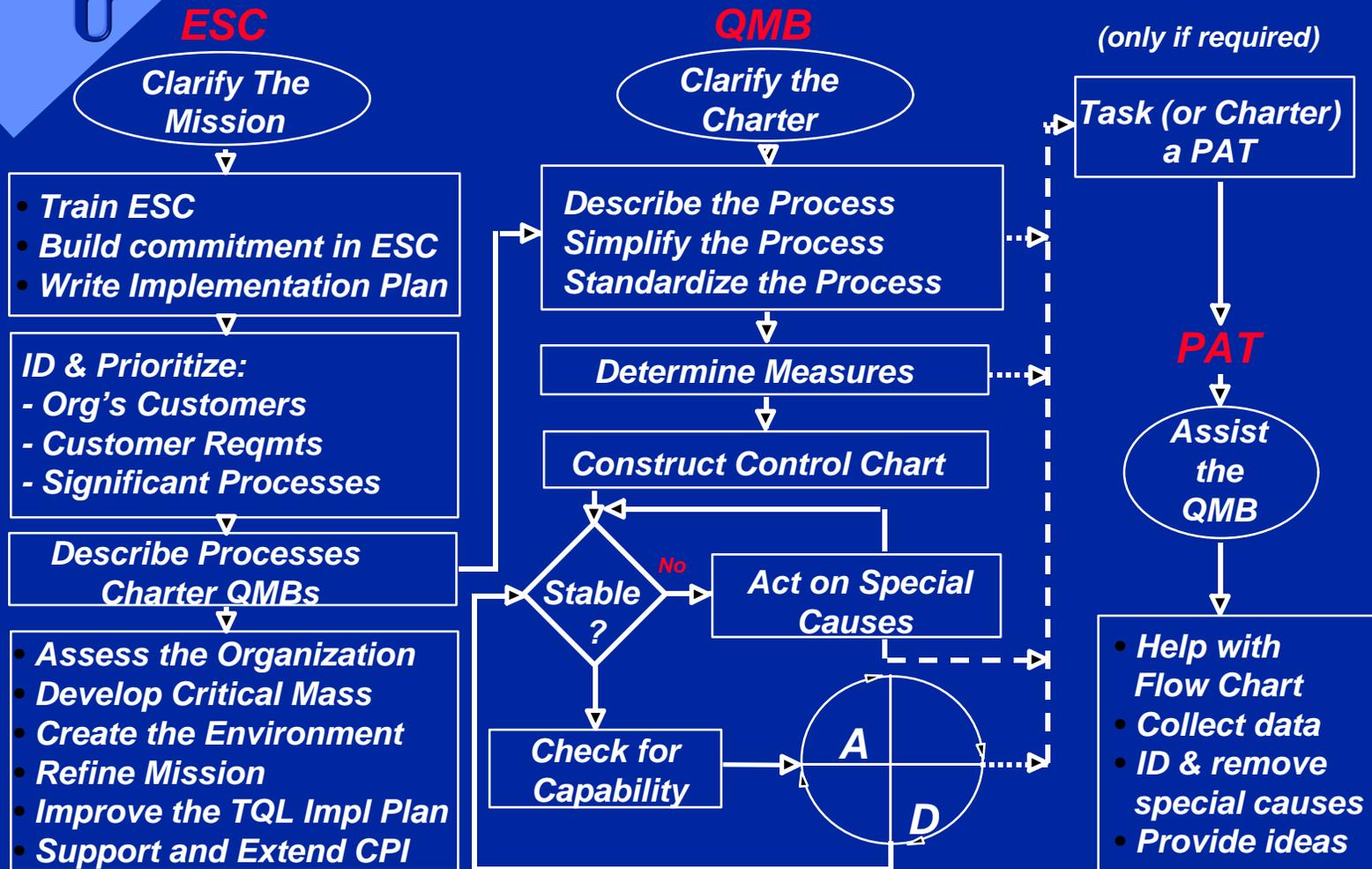


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Elements of Phase I

- ◆ Establish a Critical Mass
- ◆ Top Leaders Trained and Committed
- ◆ Select and Train TQL Coordinator
- ◆ Select and Train ESC
- ◆ Initial Implementation Plan
- ◆ Define the Organization
- ◆ Begin Process Management

Integrated Team Model



Process Management Flowchart

