

# Course Description

## High Performance Quality: Aligning Strategic, Organizational, and Tactical Objectives AMS303



### Overview

High Performance Quality: Aligning Strategic, Organizational and Tactical Objectives is a multi-dimensional approach to achieve enterprise wide excellence. Total quality concepts learned in this course will close the gap between process and people. The successful leader has to master the art of motivating, managing and taking charge of projects and people. This course exposes managers to quality driven principles and systems that will lead to optimum process output and resource productivity.

### Learning Objectives

- Compare various organizational structures that can be customized to create a world class organization
- Assess the environment in your organization
- Build a strategic plan and put ideas in action
- Use project management to improve quality
- Hear the voice of the customer and capture, prioritize and deliver beyond expectations
- Build a foundation and understanding of advanced techniques for managing people issues
- Understand the business process and how it relates to improvement
- Understand why teams are the key to success in your effort
- Understand business process characteristics of highly effective organizations
- Develop process control and workflow maps to enhance decision making

### Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises.

### Duration

Two days

### Who Should Attend

Executives, managers and supervisors responsible for managing people and implementing total quality principles would benefit by taking this course.