



Quality 101 Workshop

Designed with Biotechnology Industry Guidance

A simple and systematic approach to quality systems management

Successful companies have systems that are well designed, efficient and reasonable, with employees that work with the systems instead of against them. This four evening course describes in detail how a focus on quality systems will produce a winning team. Topics include:

- Understanding your customers
- Developing as a quality leader
- Benefits of a process and systems approach
- Continual improvement practices
- Fact based decision-making
- How to work with suppliers

Instructors:

Learn from certified professionals from the American Society for Quality

Course Number: BIT066 CRN 37074

Cost: No charge

Dates: check biotrain.org

Length: 6:30 - 9:00 PM
(10 hours total)

Location: Room BE158
Bioscience Education Center,
Montgomery College,
20200 Observation Drive, Germantown,
Maryland 20876

www.biotrain.org

Course Description

Course Details



Quality 101 Workshop

COURSE OUTLINE

Customer Focus

- Meeting customer requirements
- Internal and external customers
- Understanding customers' needs
- Improving customer loyalty
- Managing customer relationships
- Creating an emotional connection
- Measuring customer satisfaction
- Systematically managing customer relationships

Leadership

- What is leadership in a practical sense?
- Setting shared corporate goals
- Building trust and eliminating fear
- Leadership responsibilities

Involvement of People

- Building competence
- Empowerment of all staff
- Accountability of all employees
- Learning organization
- The effective problem resolution process
- Innovative thinking and creativity

Process Approach

- Maintaining procedures
- Lowering costs and cycle time
- Increasing consistency and predictability
- Document control
- Archives
- Traceability
- Process mapping
- Measuring the process
- Resource management
- Quantitative data
- Qualitative data
- Risk review

Systems Approach

- Interrelated processes and departments
- Consistency
- Effectiveness
- Efficiency
- Confidence
- Internal audit process
- Quality for the internal and external customer

Continual Improvement Process/Program

- Engagement in the change process
- Flexibility
- Problem Solving
- Deviation, non-compliance, OOS, and CAPAs
- Brainstorming, affinity diagrams
- Root cause analysis - 5 Why's
- Documenting problem resolution
- Consistently measuring improvement
- PDCA – plan, do, check, act

Factual Decision Making Process

- Using reliable and accurate/verifiable data
- Using appropriate data analysis
- Making factual decisions based on data

Mutual Beneficial Relationship with Suppliers

- Selecting and qualifying suppliers
- Optimizing resources
- Managing costs
- Collaborative supplier environment
- Pooling expertise
- Sharing intelligence on improvements
- Short & long term corporate goals
- Communication
- Mutual respect and recognition
- Audits

Course Registration

- **Email in advance** the registration form available at www.biotrain.org to Michael.smith@montgomerycollege.edu
- **Register on site** the day of the first class

For more information on the BIOTrain Program and other courses, workshops and seminars, visit www.biotrain.org OR contact Michael Smith, Montgomery College Biotechnology Program Manager, Phone: 240-567-7785. Michael.smith@montgomerycollege.edu

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