



BIOTrain

Quality 101 2-day Workshop

*A simple and systematic approach
to quality systems management*

**Learn from certified professionals from the
American Society for Quality**

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

Course Details

Course Number: BIT066 CRN 27097

Cost: No Charge

Course length: 12 hours

Dates: October 28 and November 18 2017

Location: Room BE158

Bioscience Education Center

Montgomery College

20200 Observation Dr

Successful companies have systems that are well-designed, efficient and reasonable, with employees that work with the systems instead of against them. This course describes in detail how a focus on quality systems produces a winning team.

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 supplier

- 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

To register:

Register by filling out and emailing a registration form available from www.biotrain.org.

Or register on the day of the class.

For more information on the BIOTrain Program and other continuing education courses visit www.biotrain.org

or contact Michael Smith, Montgomery College Biotechnology Program Manager: (240) 567-7785

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