

Managing quality : tools & systems



En bref

- > **Langues d'enseignement:** Anglais
- > **Forme d'enseignement :** Travaux dirigés
- > **Ouvert aux étudiants en échange:** Oui

Présentation

Objectifs

This module aims to enable the student to :

- understand the cross-functional integration in a supply chain, the strategy, the planning, the operation and the extension of logistics.
- identify and describe the processes and the objectives of a Quality Management system as well as participate in its construction and improve the processes.
- carry out an analysis of the existing situation regarding the safety and environmental aspects.

Heures d'enseignement

TD	Travaux Dirigés	16h
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Plan du cours

- Seven basic quality tools
- Continuous improvement : PDCA and DMAIC, 8D problem-solving method
- Process mapping
- Auditing, Assessment
- ISO 9001 requirements
- Safety analysis

- Environmental analysis

Compétences visées

L01 : Make the personnel aware and accompany them in activities linked to quality (approach, processes, procedures, tools...).

L02 : Know how to map a process.

L03 : Use continuous improvement methods.

L04 : Analyze the company's quality management system (current state, approach and deployment, possible improvements and future objectives).

L05 : Understand and carry out a basic analysis of the flows in a company.

L06 : Be able to establish the criteria necessary for a procurement strategy.

Infos pratiques

Lieux

> Annecy-le-Vieux (74)

Campus

> Annecy / campus d'Annecy-le-Vieux