

# Management and improvement using quality



## En bref

- > **Langues d'enseignement:** Anglais
- > **Forme d'enseignement :** Travaux dirigés

## Présentation

### Objectifs

This module aims to enable the student to identify and describe the processes and the objectives of a Quality Management system as well as participate in its construction and improve the processes.

### Heures d'enseignement

Management and improvement using quality - TD	Travaux Dirigés	20h
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### Pré-requis nécessaires

The student should have some knowledge of different quality standards and know how to interpret them.

Basic knowledge of company organization would be an advantage.

### Plan du cours

- \* Seven basic quality tools
- \* Continuous improvement : PDCA and DMAIC
- \* Process mapping
- \* Auditing, Assessment
- \* ISO 9001 requirements
- \* Quality management case studies

### Compétences visées

On completion of the module, the student is expected to be able to :

- 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)

## Infos pratiques

### Lieux

- > Annecy-le-Vieux (74)

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## Campus

➤ [Annecy / campus d'Annecy-le-Vieux](#)