Quality 101  2-Day Course

A simple and systematic approach to quality management systems

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 27047
Cost: No Charge
Course times: 10 am-4 pm
Dates: October 10 and 17
Location: Room BE025
Bioscience Education Center
Montgomery College
20200 Observation Dr
Germantown, MD 20876
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](http://www.biotrain.org).
Or register in person at Montgomery College WD & CE, 51 Mannakee Street, Rockville, MD 20850 or at Germantown, Takoma Park, or Westfield locations. Phone: 240-567-5188.
Or contact [Michael.smith@montgomerycollege.edu](mailto:Michael.smith@montgomerycollege.edu) for a registration form.

For more information on the BIOTrain Program and other continuing education courses check out [www.biotrain.org](http://www.biotrain.org) or contact Michael Smith, MontgomeryCollege Biotechnology Program Manager (240) 567 7785