

# Zero-Defects Strategy Training

Get closer to your Zero-Defects target!



Qualitätsmerkmal	Wird überwacht	Wird stabil erfüllt	Wird nicht stabil erfüllt	Wahrscheinlichkeit	Kosten
Handhabung und der Prozesskosten	Green	Green			
Zuverlässigkeit	Green		Red	High	High
Zeitliche Flexibilität	Red				

## What you get

In two days, you will learn how to detect and close gaps in your current Zero-Defects Strategy.

We will go through all the essential aspects of a zero-defects strategy step by step and show you which approaches are suitable for optimization. This enables you to derive an implementation plan tailored to your company's challenges. Many companies implement individual methods such as CIP or Six Sigma to improve quality and are dissatisfied with the improvements achieved. Our experience has shown that often important framework factors have not been adequately considered.

## Who should attend:

Executives and employees who are concerned with the further development and quality improvement of products and processes within the company.

## When

See page 2

## Price

1.995,00 Euro /Person, each additional participant of a company 995,00 Euro.

## Online registration

<http://six-sigma-europe.com/zero-defects-strategy-generation>

or use the registration form on page 2

## AGENDA

### Day 1: Building Blocks and Assessment

- The Zero-Defects-Strategy Canvas
  - What are Defects?
  - Why zero-defects concepts often fail
  - The seven Building Blocks of the Canvas
- Requirements Engineering and Quality Controlling
  - Why requirements engineering is important
  - How quality costs can be measured
  - Zero-Defects Controlling (non conformance costs)
  - Assessment of Building Block 1 + 2

[Coffee-Break]

## AGENDA (cont.)

- Methods and Processes
  - Using the right methods (reactive and prevention)
  - Which processes are necessary to achieve Zero-Defects
  - Assessment of Building Block 3 + 4

[Lunch-Break]

- Functions and Resources
  - Which functions are required to implement Zero-Defects
  - Use the right people
  - What size should the improvement organization have
  - Assessment of Building Block 5

[Coffee-Break]

- Mindset and Leadership
  - How is the mindset today
  - How can we change the mindset
  - The role of management to achieve Zero-Defects
  - Assessment of Building Block 6 + 7

### Day 2: Meta-Methods per Building Block

- Recognize Gaps
  - What are the gaps in your today's Zero-Defects-Concept
  - Which are the major gaps
  - How could you close these gaps
- Quality-Feature Canvas
  - Complete collection of customer requirements
  - Derive the quality features
  - Categorize the quality features

[Coffee-Break]

- Zero-Defects-Controlling
  - What types of non conformance costs (NCC) can be captured
  - Establish a measurement system for NCC
  - Report non conformance cost monthly (NCR)

[Lunch-Break]

- Evaluate Methods and Processes
  - Evaluate failure types
  - Derive Methods out of failure types
  - Derive Processes out of failure types
  - Use our Canvas
- Identifying Functions and Resources
  - Derive the functions and resources from methods & proc.
  - Use our Canvas

[Coffee-Break]

- Change Mindset and establish Leadership
  - Selecting the right Change Management Methods
  - Selecting the right leadership Methods
  - Use our Canvas

# Registration form

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Contact:

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- Training Munich, Thursday, 17/01/2019 and Friday, 18/01/2019, 1.995,00 Euro plus VAT  
(including catering and documents)
- Training Cologne, Thursday, 07/03/2019 and Friday, 08/03/2019, 1.995,00 Euro plus VAT  
(including catering and documents)
- Training Hamburg, Monday, 13/05/2019 and Tuesday, 14/05/2019, 1.995,00 Euro plus VAT  
(including catering and documents)
- Training Stuttgart, Thursday, 13/06/2019 and Friday, 14/06/2019, 1.995,00 Euro plus VAT  
(including catering and documents)

1. Participant (1.995,00 €)

2. Participant (950,00 €)

3. Participant (950,00 €)

Name/First Name \_\_\_\_\_

Position \_\_\_\_\_

Company \_\_\_\_\_

Street \_\_\_\_\_

ZIP/City \_\_\_\_\_

Fon/Fax \_\_\_\_\_

E-Mail \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

Contact Person \_\_\_\_\_

**Bill Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Further information**

Terms of payment: The participation fee is caused by the application. It must be paid immediately upon receipt of the invoice.

Cancellations: If the booking is canceled 14 days before the start of the event, a processing fee of € 150, - will be charged. If the cancellation is later, we have to charge 50% of the participation fee. Instead of a registered participant, a substitute person can of course also be named. If a seminar canceled by Six Sigma Europe, for example because of the illness of the trainer, the seminar fee is fully refunded. Any further claims are excluded.