

## Production- Process- & Quality Management



### Short description

This module is going to make you familiar with the foundations of process management. You get to know the goals of process management as well as their important meaning within a company. Further you learn how to demarcate a process from a project. After having accomplished this module, you will be able to differentiate between strategic and functional process management. In this setting you learn about the continuous quality improvement, which is often used in practice. Furthermore, this module is treating methods of process enhancement, e.g. customer evaluation, process evaluation and process measurement.

Another domain contains the topic of quality management. You learn about different quality philosophies, e.g. Kaizen or Total Quality Management and different procedure models e.g. Deming-Kreis and Quality Improvement Cycle. There will be a focus on the application of chosen quality management method.

Besides you learn about production management and the most important ratios related to this subject. A strong focus is on logistics, warehousing, transport and procurement. How to determine your demand and how to come to a make-or-buy decision is also discussed in this module. Finally you will also learn about managing relationships with suppliers and about optimizing order transactions.

### Inhalte

- Foundations of process management
- Methods of process enhancement
- Process evaluation and process measurement
- Foundation – and Quality management
- Quality philosophies
- Production management
- Logistics and Transport
- Purchasing
- Productions process

### Time frame

The module will be held in three days, which means 24 educational units à 45 minutes (8 double units à 90 minutes).

### Methodological Framework

A chosen script and a presentation will support the theoretical implementation and treatment of each topic. The newly gained knowledge is supported by a couple of workshops and relevant examples. At the end of every unit, you will find questions of knowledge to prove your learning success. Further they fit for private study concerning revisions.

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