**Quality Management Programme for Sun Yat-sen University (1 – 5 June 2015)**

**PROGRAMME OUTLINE**

1. **OVERVIEW**

Introduction; Management for quality

Deming on quality and productivity

1. **PRODUCTIVITY MANAGEMENT AND QUALITY**

Productivity measurement and improvement

Competitiveness; innovation

1. **MAJOR FRAMEWORK & CONCEPTS**

Thought-leaders in quality: Juran; Feigenbaum; Crosby; Taguchi

Kano quality; Pareto principle; Ishikawa diagram

Reliability, availability, maintenance

1. **PERFORMANCE EXCELLENCE**

System optimization

Offline quality; noise management

1. **USEFUL METHODS**

Roadmap for operations excellence

Lean for service excellence

1. **QUALITY ASSURANCE TECHNIQUES**

Product sampling and survey sampling

Statistical process control principles

**PROGRAMME SCHEDULE**

1st June 2015 (Monday) - Course (Day 1)

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| 9.00am - 9.10am | **OPENING ADDRESS and WELCOME** |
| 9.10am – 10.30am | **OVERVIEW** |
| 10.30am – 10.50am | Welcome Tea |
| 10.50am – 12.20pm | **OVERVIEW (CON’T)** |
| 12.20pm – 1.40pm | Photo Taking & Lunch |
| 1.40pm – 3.10pm | **PRODUCTIVITY MANAGEMENT AND QUALITY** |
| 3.10pm – 3.30pm | Tea Break |
| 3.30pm – 5.00pm | **PRODUCTIVITY MANAGEMENT AND QUALITY (CON’T)** |
| Free Time | |

2nd June 2015 (Tuesday) - Course (Day 2)

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| 9.00am – 10.30am | **MAJOR FRAMEWORK & CONCEPTS** |
| 10.30am – 10.50am | Tea Break |
| 10.50am – 12.20pm | **MAJOR FRAMEWORK & CONCEPTS (CON’T)** |
| 12.20pm – 1.40pm | Lunch |
| 1.40pm – 3.10pm | **PERFORMANCE EXCELLENCE** |
| 3.10pm – 3.30pm | Tea Break |
| 3.30pm – 5.00pm | **PERFORMANCE EXCELLENCE (CON’T)** |
| Free Time | |

3rd June 2015 (Wednesday) - Course (Day 3)

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| 9.00am – 10.30am | **USEFUL METHODS** |
| 10.30am – 10.50am | Tea Break |
| 10.50am – 12.20pm | **USEFUL METHODS (CON’T)** |
| 12.20pm – 1.40pm | Lunch |
| 1.40pm – 3.10pm | **QUALITY ASSURANCE TECHNIQUES** |
| 3.10pm – 3.30pm | Tea Break |
| 3.30pm – 5.00pm | **QUALITY ASSURANCE TECHNIQUES (CON’T)** |
| Free Time | |

4th June 2015 (Thursday) - Industry Visit and Sun Yat-sen Memorial

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| 9.30am | Pick up |
| **10.00am – 11.45am** | **Industry Visit 1** |
| 12.00pm – 1.30pm | Lunch |
| **2.00pm – 4.00pm** | **Sun Yat-sen Memorial\*** |
| 4.00pm | Pick up |
| 4.30pm | Yacht Club \* |
| Free Time | |

5th June 2015 (Friday) –Social Tour and Industry Visit

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| 9.00am | Pick up |
| 9.30am – 12.00pm | Social Tour |
| 12.00pm – 1.30pm | Lunch |
| 2.30pm – 3.30pm | **Industry Visit 2** |
| 4.30pm | Return to NUS |
| 6.00pm – 8.30pm | Farewell Dinner |
| Free Time | |

*\*Sun Yat-sen University to confirm on timing on visit to Sun Yat-sen Memorial and Yacht Club*