

Quality

SESSION	RECOMMENDED TOPIC SEQUENCE
1	Course Overview
2	TQM and Economics
3	Customer Service and Personal Effectiveness
4	Effective Communication and Team Skills
5	Team Skills and Review for Test
6	Test #1, Processes and Systems, and Organizational Learning
7	Variance and Operating Consistency
8	Continuous Improvement and Corrective/ Preventive Action
9	Group Problem Solving
10	Group Problem Solving and Review for Test
11	Test #2, Statistical Thinking and SPC Basics
12	Data Collection and Control Charts
13	Control Charts, Data Representation, Analysis and Interpretation
14	Process Capability and Review for Test
15	Class Project
16	Test #3