

NAPTA RECOMMENDED LEARNING OUTCOMES

PROCESS QUALITY

1. Describe the effects of the quality movement in the United States and how it has impacted economics and customer expectations.
2. Explain the importance of everyone understanding and following procedures, policies and documentation (checklists, log books, etc.) to ensure operating consistency, reduce process variability and waste, and to prevent environmental and safety incidents.
3. Describe continuous improvement and explain how it is used to optimize processes and/or resolve operational issues.
4. Prepare, analyze, and interpret information using process data, control charts and Quality Tools (QT).
5. Given a process scenario, use the team concept to prepare control charts, analyze data and interpret information to determine corrective and/or preventative action(s).