

**AFOES CONSULTANTS**

**Management System Consultants & Educators**

**Training Programme On**

# **Behavior Based Quality Improvement**



***What are we doing about the  
moment-by-moment quality-  
related behavior of the  
workforce?***



## Behavior Based Quality Improvement

### Introduction

Standard practice in quality management has long been focused on establishing good systems for quality. The problem is not that the policies, procedures, and rules of quality management are undesirable or unnecessary,

but rather that these initiatives do not guarantee or assure that the right behaviors are or even can be performed by employees.

Even after all the traditional measures are attended to — inspecting the raw materials, maintaining the production equipment, calibrating the meters, developing procedures, and training employees — there remains this question:



***“What are we doing about the moment by moment Quality related behavior of our workforce?”***

### Plotting a New Dimension

Attend this Seminar and find out how you can change the quality initiative by

1. Harnessing the Power of Leadership Techniques.
2. Using Organizational Behavior as a foundation for excellence in reliability, productivity, quality, profitability and many more.
3. Engaging Employees at all levels





## Objectives

1. Recognize Improvement opportunities at the leadership, management, supervisory and front line levels.
2. Understand the difference in perceptives among these levels and how they influence performance.
3. Learn how to leverage the principles of organizational change
4. Identify the best improvement strategy for your situation.
5. Enhance your leading or lagging indicators to achieve performance outcomes.
6. Understand how these core methods can be applied to your organization.



## Benefits of Attending this program

1. A chance to take your performance to the next level.
2. An opportunity to increase your knowledge and skills in this leading edge approach to quality improvement.
3. Information you can use wherever performance management is the key.
4. New approaches to planning your strategy for top-to-bottom organizational impact.
5. A stimulus to you and/or your staff to refine your understanding of individual behavior and its role in the organization.
6. A great opportunity to gain buy-in from the entire team.



## Behavior Based Quality Improvement

### Who Should Attend

1. CEO and Senior leaders who are interested in leveraging their effectiveness and impact without increasing their time commitment.
2. Managers looking for long term quality improvement
3. Human Resource Managers concerned with optimizing organizational functioning.
4. Anyone who wants to increase the efficiency and effectiveness of their system.



AFOES Consultants helps employees at all levels understand and use the behaviors they need to meet the goals, targets, and systems of quality. The aim of this approach is not to reinvent quality, but to build on the accomplishments that have already been made in the field of quality management. The behavioral approach adds an effective mechanism for quality outreach, engaging employees in new and powerful ways in the quality process





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