



THE ASTOUND GROUP, SERVICE QUALITY ADVISORS

Allow us to help you stand out and astound!

Module 4: QIT Training and Certification

Would you like your Quality Leader or Service Quality Team to learn and be certified in utilizing tools that have been proven to drive improvement efforts or initiatives? Do you want them to have a work structure to perform their quality purpose and function more effectively? Are you open to benchmark best practices from other companies?

What is this training all about?

The Quality Improvement Tools Training and Certification is a 2-day program where your Quality Leader or Team will learn how to use the 6 Step Problem Solving Process and Causal Analysis to eliminate recurring defects. They will be trained how utilize the Brown-Paper flowcharting and Process Mapping to identify bottlenecks in the process with the goal of 50% cycle reduction in how work gets done. Guest Journey Mapping will be learned to create moments of impact in the key-drivers of guest experiences. The trainees will also learn the process of benchmarking and will be presented with best practices from other companies. Trainees will be given assignments and actual projects to present during the follow-up meetings.

Deliverables:

- A more knowledgeable team operating with a more structured approach in implementing your company's quality improvement initiatives
- Certificate of Training for all attendees
- Up to 4 scheduled weekly virtual meetings to follow-up on assignments and provide further coaching and direction if necessary.

Workshop Requirements:

- In person training:
 - Minimum of 3 associates who are part of the Quality and Learning teams of the organization
 - Meeting Room with 4 flip charts, Audio/Visual set-up for the workshop
 - Actual Case Studies or assignments to be presented during follow up meetings
- Virtual Training:
 - Scheduled 2 to 3 hours per session and total of 4 sessions
 - Meeting room with Large Screen for virtual zoom meeting
 - Actual Case Studies or assignments to be presented at the beginning of each session

Consultant Requirements:

- Applicable board and lodging if in person training
- Travel expenses to include R/T Airline fare, airport transfers or applicable mileage charges if drivable from consultant's place of business
- Consultant Fee: To Be Advised

Privacy and Confidentiality:

The Astound Group will adhere to the strict confidentiality of data and information provided by the client