

# Holistic Quality Management

## + Content

In this seminar, we will take a brief look at the initial situation and explore what quality actually means. Furthermore, we provide a concise overview of key methods, tools, and concepts. Another focus is on collaboration. We will show who the essential stakeholders are, how collaborative work can be effectively organized, and why master data is a critical success factor. In the area of optimization potential in operational quality management, you will learn how targeted planning and control can help optimize quality-related costs. We will present quality assurance measures along the supply chain, explain supplier evaluation and performance controlling for sustainable supplier development, and introduce methods for quality improvement, including handling complaints and returns. Finally, we will take a look at current software solutions in quality management.

## + Target Audience

CEOs, product managers, and decision-makers in procurement, supply chain management, and quality management

## + Customization

We will adapt the agenda to the specific needs of your company – both in terms of duration and content. Additionally, you can choose whether to conduct the seminars on-site or conveniently online.

## + Agenda

### Welcome and Introductions

### Introduction to Quality Management

#### Ausgangssituation

- + Initial situation
- + What is quality?
- + Where does the industry stand?
- + Key challenges

### Methods, Tools, and Strategic Concepts

- + Overview of quality management concepts and their structures – DIN ISO 9000 series, Lean Sigma, TQM, EFQM, etc.
- + Quality management tools and methods

### Holistic Quality Management – Scope and Components

- + Quality policy and quality culture
- + Quality strategy, QM systems, and organizational structures
- + Quality planning, control, assurance, and continuous improvement

### Collaboration in Quality Management

- + Key stakeholders in quality management
- + Collaborative ways of working – but how?
- + Master data as a critical success factor

### Optimization Potential in Operational Quality Management

- + Quality planning and control to optimize quality-related costs
- + Quality assurance measures along the supply chain
- + Supplier evaluation and performance controlling for sustainable supplier development
- + Methods for quality improvement, including complaints and returns management

### Discussion and Exchange of Practical Solution Approaches

### Digitalization in Quality Management

- + Overview of software solutions for quality management

### Feedback and Open Discussion

# Contact

... we welcome your inquiry.

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