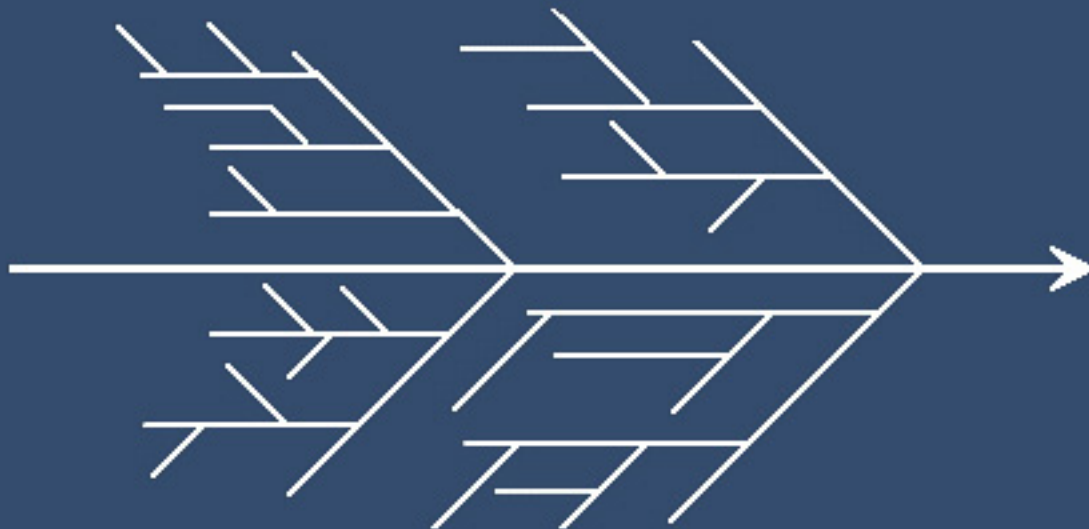


QUALITY  
CURRICULUM



## Quality Curriculum

VR Data Systems offers our Quality Curriculum to any individual with no background in core quality concepts or for those who simply need a refresher. Our courses will provide an understanding of the basic concepts in quality, especially defining, improving, measuring and tracking down process problems. Students will learn through practical applications, and are welcome and encouraged to use challenges from their own profession as learning tools during class discussions and projects.

All courses in our Quality Curriculum address one or more topics required for the following certifications by the American Society for Quality (ASQ):

- Certified Six Sigma Black Belt (CSSBB)
- Certified Quality Engineer (CQE)
- Certified Software Quality Engineer (CSQE)
- Certified Quality Manager (CQM)
- Certified Quality Improvement Associate (CQIA)

### Courses

Code	Course Title	Length
QC-200	Process Quality Management (PQM)	2 Days
QC-205	Root Cause Analysis (RCA)	1 Day
QC-210	Benchmarking	3 Days
QC-215	Quality Function Deployment (QFD)	1 Day

### Customized Courses

VR Data Systems will customize any course(s) to suit the unique business requirements of our clients. From the modification of standard curriculum to new course development, we will provide the education and training your organization needs to be more productive in today's competitive environment. Ask a VR Data Systems representative for more information.

### About VR Data Systems, Inc.

VR Data Systems, Inc. (VRDS) is a training and consulting firm that specializes in Quality, Statistics, and Data Analysis. For more than 15 years, we have offered comprehensive, hands-on curricula for professionals at any experience level in numerous industries, including Pharmaceutical, Clinical, Manufacturing, Financial, and Software & Hardware Development. Our courses are taught by seasoned instructors who possess long-term expertise in their respective fields – from Sales and Marketing to Finance and R&D.

## Quality Curriculum

### QC-200: Process Quality Management (PQM)

*Length: 2 days*

#### Course Goal

Upon completion of this course, the student will understand how to define new processes, look for problems with new or existing processes and, finally, learn how to improve these processes.

#### Course Description

This workshop presents a methodology with supporting concepts and tools to help managers and professionals improve customer satisfaction while reducing costs. Students learn how to identify and solve process problems affecting customer relations and business efficiency. They participate as natural work teams and apply the first steps of PQM to a job-related process. In addition, this course can be customized to address real problems faced by your organization. At the end of the course, relevant topics from the body of knowledge that make up ASQ's **Six Sigma Black Belt** Certification are discussed.

#### Broad Topics

- Introduction to Process Management
- Defining Process Management responsibilities
- Understanding process components and boundaries
- Identifying owners and stakeholders
- Process vs. project
- Customer-supplier partnering
- Establishing key performance metrics
- Identifying and supporting improvement opportunities
- Value of Six Sigma

#### Target Audience

Any individual who would like to learn the basic concepts in managing a process from inception to improvement. This course is ideal for leaders in quality improvement, including managers, quality managers, process managers, and process owners.

#### Prerequisites

None.

“If you think satisfying customers is expensive...consider not satisfying them.”

-- Anonymous

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## Quality Curriculum

### QC-205: Root Cause Analysis (RCA)

**Length:** 1 day

#### Course Goal

Upon completion of this course, the student will understand how to track down the main causes of problems in his or her processes.

#### Course Description

This workshop focuses on root cause analysis for identifying and validating system and process problems. The course will also review techniques for solving the most common process problems faced by organizations today.

#### Broad Topics

- Essential components of RCA
- Establishing responsibilities for RCA
- Techniques for determining root causes of process problems
- Collecting and validating data for RCA
- Setting priorities for solving root cause problems

#### Target Audience

Any individual who would like to learn techniques to find and fix system problems in their processes. This course is ideal for leaders in quality improvement, including managers, quality managers, process managers, and process owners.

#### Prerequisites

None. However, QC-200 (Process Quality Management) or equivalent knowledge will dramatically increase the value of this class as it establishes a foundation of knowledge regarding process management and improvement.

“It isn't that they can't see the solution. It is that they can't see the problem.”

-- G. K. Chesterton

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## Quality Curriculum

### QC-210: Benchmarking

**Length:** 3 days

#### Course Goal

Upon completion of this course, the student will understand how to measure the effectiveness of his or her processes and operations, especially when compared to other companies in the same industry.

#### Course Description

This course focuses on the benchmarking process and establishing operating targets based on best practices. It shows students how to structure and conduct investigations, analyze and measure opportunities for change and how to implement an action plan to achieve significant benefits. It also teaches students how to compare their organization's operations with competitors and/or industry-standards.

#### Broad Topics

- Planning
  - What should be benchmarked
  - Comparative companies
  - Data collection methods
  - Collecting data
- Analysis
  - Current performance
  - Projecting future performance levels
- Integration
  - Communicating findings
  - Gaining acceptance from other companies
  - Functional goals
- Action
  - Developing action plans
  - Implementing required actions
  - Monitoring progress
  - Revisiting benchmarks

#### Target Audience

Any individual who would like to know his or her operation and how it compares quantitatively against industry leaders or competitors, and gain superiority. Simply put, this course is for any individual who wants to learn how to be the best of the best!

#### Prerequisites

None.

"It's a funny thing about life: If you refuse to accept anything but the very best, you will very often get it."

-- W. Somerset  
Maugham

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## Quality Curriculum

### QC-215: Quality Function Deployment (QFD)

**Length:** 1 day

#### Course Goal

Upon completion of this course, the student will understand how to weigh factors in his or her product or service so that the most important customer needs can be identified and traced forward in the product or service lifecycle in the most cost-effective manner.

#### Course Description

This course provides an introduction to the organizational benefits and methodology of Quality Function Deployment (QFD) and teaches how QFD can help organizations satisfy their customers' needs. Participants will learn a four-phase QFD process, how to calculate a QFD matrix, and how to determine the data necessary for moving into the other phases in a QFD process.

#### Broad Topics

- "House of Quality" matrix
- Sequence of matrices for product definition
  - Customer characteristic/customer segment matrix
  - Customer segments table
  - Customer voice table
  - Affinity diagram
  - Relations diagrams
  - Hierarchy diagram (customer needs hierarchy)
  - Customer segment/customer need matrix
  - Customer needs table
  - Customer needs
  - Technical characteristic table
  - Assembling your House of Quality
- Cross-functional teams

#### Target Audience

Any individual who would like to learn how to uncover the most important features to satisfy his or her customers in the shortest time period. This course is ideal for Sales, Marketing and Product Managers.

#### Prerequisites

None.

"The single most important thing to remember about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer."

-- Peter Drucker

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