

# QUALITY TOOLS & IMPROVEMENT PROGRAM



## Online Coaching QTIP

**QUALITY IS NOT A COST!**

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# A 10-WEEK PROGRAM OF GUIDED GROWTH IN QUALITY MANAGEMENT

The idea and perception of the quality department is different, depending on which side of the equation you are: either you're seen as a cost, or you don't feel recognized and valued.

I designed this program to offer a solution to both sides of the story. This is an opportunity for every quality manager to work one-on-one to demonstrate the added financial value of quality and be regarded as an asset to your company.

As part of QTIP, you will receive weekly coaching video calls and email support: the online content and templates of the program may look simple at first, but it builds up to our goal. The homework you will be assigned will push you into putting things into practice.

This program is a small investment when it comes to continuous quality improvement and demonstrating the added financial value of quality.

## OUR GOALS AND OBJECTIVES

Over the course of this program, we will teach you how to formulate a quality policy showing how quality fits into YOUR organization and, on that basis, how to demonstrate YOUR added financial value when it comes to quality.

As we will be working with your data, the outcome will be different for everyone going through the program.

However, some common outcomes for our clients include

- quality seen as a partner within the business
- reducing the daily quality firefighting
- the ability to translate quality assurance into financial benefits





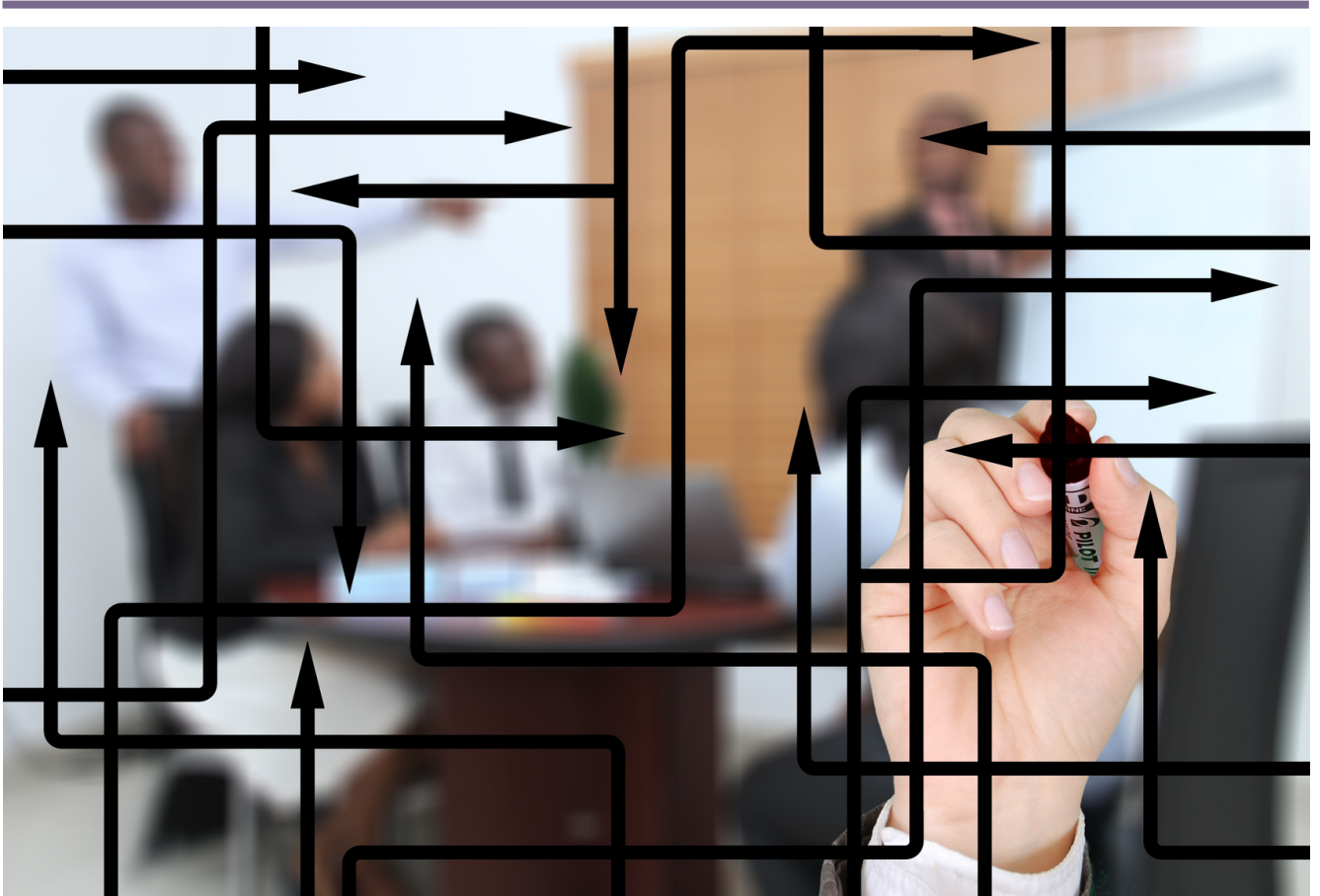
# PHASE 1: FROM COMPANY MISSION TO KPIs

WEEK	TOPIC	OUTCOME
<b>WEEK 01</b> VISION, MISSION, POLICY	FROM COMPANY MISSION TO QUALITY POLICY	AN ALIGNED MISSION, VISION AND SUPPORTING QUALITY POLICY: HOW DOES QUALITY FIT WITHIN THE MISSION OF THE COMPANY?
<b>WEEK 02</b> THE KPIs THAT DRIVE THE BUSINESS	FROM COMPANY MISSION TO KPIs	FROM PROCESS INDICATORS AND OBJECTIVES TO THE REAL KPIs



## PHASE 2: THE MAIN QUALITY KPIs

WEEK	TOPIC	OUTCOME
WEEK 03 THE MAIN QUALITY KPIs	THE LEADING AND LAGGING QUALITY KPIs	KNOW THE MAIN QUALITY RELATED KPIs AND RECOGNIZE THE LEADING AND LAGGING INDICATORS ORGANIZE YOUR QUALITY DATA
WEEK 04 NONCONFORMANCES	WHAT IS THE RFT AND HOW TO CALCULATE IT?	KNOW YOUR ACTUAL, YTD AND ROLLING MOVING AVERAGE RFT
WEEK 05 COMPLAINTS	WHAT IS THE COMPLAINT RATE AND HOW TO CALCULATE IT?	KNOW YOUR ACTUAL, YTD AND ROLLING MOVING AVERAGE COMPLAINT RATE
WEEK 06 IMPROVEMENT ACTIONS	WHAT IS THE OVERDUE IMPROVEMENT ACTION RATE AND HOW TO CALCULATE IT?	KNOW YOUR ACTUAL AND ROLLING MOVING AVERAGE OVERDUE IA RATE



## PHASE 3: DO SOMETHING WITH YOUR DATA

WEEK	TOPIC	OUTCOME
WEEK 07 CONNECTING THE DOTS	HOW DO THE QUALITY RELATED KPIs INTERACT?	UNDERSTAND HOW RFT IMPACTS THE COMPLAINT RATE AND WHY THE SAME ISSUES KEEP CROPPING UP
WEEK 08 YOUR MAIN KPI DRIVERS	FROM A SIMPLE LIST TO WHAT IS HURTING YOU THE MOST	FIND THE MAIN DRIVERS FOR YOUR RFT, COMPLAINT RATE AND OVERDUE IA RATE





## PHASE 4: THE QUALITY RELATIONSHIP WITH MONEY

WEEK	TOPIC	OUTCOME
WEEK 09 THE COST OF TOTAL QUALITY	CALCULATE YOUR COST OF NON-QUALITY IN A SIMPLE WAY	KNOW THE COST OF NON-QUALITY PER DEFECT
WEEK10 LET'S SAVE SOME MORE MONEY	WHAT TO TACKLE FIRST	RECOGNIZE A GOOD INVESTMENT

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# MEET YOUR COACH

**Mentoring is a brain to pick, an ear to listen,  
and a push in the right direction - John Crosby**



Hi,  
I'm Bart!  
in 2015, after 25 years of working in quality departments at various global FMCG companies, from lab technician to Group Quality Director, I decided to use my knowledge, experience, and expertise to help more companies improve their quality and guide quality professionals to the next step in their quality assurance.

I've experienced myself that quality was not always seen as a priority but as a cost, a necessary evil.

Until I learned to understand and talk the language companies understand: money!

QTIP is a unique coaching program that focuses on just that: quality seen as a priority, as a means to add financial value to the business, and one that recognizes you as a partner.

We will exchange information and knowledge with one thought in mind: Quality is not a cost!

I value confidentiality, integrity, open communication: 3 essential elements for growth.

I am looking forward to guiding you during these 10 weeks and to seeing the change you will make in your company!  
With Qualitative regards, Bart