



STRATEGIC LEADERSHIP FOR QUALITY AND INNOVATION TEAMS TRAINING COURSE

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KUALA LUMPUR

5200 € (PER PERSON)

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COURSE INTRODUCTION / OVERVIEW:

In today's competitive landscape, the ability to simultaneously enhance quality and drive innovation is no longer a luxury but a strategic imperative. This training course is meticulously designed to equip leaders with the dual competencies required to steer teams toward operational excellence and groundbreaking creativity. It moves beyond theoretical frameworks to provide actionable strategies for fostering a culture where continuous improvement and innovation coexist and thrive. We will explore the foundational principles of quality management, drawing from the pioneering work of experts like W. Edwards Deming, who revolutionized our understanding of process control and system thinking. The course also delves into modern innovation strategies, referencing concepts from influential works such as "The Innovator's Dilemma" by Clayton Christensen. Participants will learn to build, motivate, and lead high-performance teams capable of tackling complex challenges. At BIG BEN Training Center, we believe that effective leadership is the catalyst for sustainable growth. This program provides the tools and techniques to facilitate dynamic workshops, implement robust quality improvement initiatives, and ultimately, transform organizational capabilities to achieve superior performance and a distinct competitive advantage in the market.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Team Leaders and Supervisors.
- Project Managers and Program Managers.
- Department Heads and Functional Managers.
- Quality Assurance and Quality Control Professionals.
- Research and Development (R&D) Managers.
- Innovation and Strategy Leaders.
- Operations Managers.
- Continuous Improvement Specialists.
- Product Development Managers.
- Change Management Practitioners.



TARGET SECTORS AND INDUSTRIES:

- Manufacturing and Engineering.
- Healthcare and Pharmaceuticals.
- Information Technology and Software Development.
- Banking, Finance, and Insurance.
- Telecommunications.
- Consulting Services.
- Government Agencies and Public Sector Organizations.
- Retail and Consumer Goods.
- Logistics and Supply Chain Management.
- Education and Research Institutions.

TARGET ORGANIZATIONS DEPARTMENTS:

- Operations and Production.
- Quality Assurance (QA) and Quality Control (QC).
- Research and Development (R&D).
- Product and Service Development.
- Project Management Office (PMO).
- Strategic Planning.
- Human Resources and Training.
- Customer Service and Support.
- Information Technology (IT).
- Process Improvement and Engineering.



COURSE OFFERINGS:

By the end of this course, the participants will have able to:

- Develop a strategic framework that integrates quality improvement and innovation goals.
- Build and lead high-performing, cross-functional teams dedicated to continuous improvement.
- Apply core quality management tools and methodologies like PDCA, Root Cause Analysis, and Lean principles.
- Design, plan, and facilitate highly effective and engaging innovation workshops.
- Utilize creative problem-solving techniques to generate novel solutions to business challenges.
- Foster a resilient organizational culture that embraces change and encourages experimentation.
- Implement key performance indicators (KPIs) to measure the success of quality and innovation initiatives.
- Master communication and influence strategies to gain buy-in for new initiatives from stakeholders.
- Navigate the challenges of leading change and overcoming resistance within the organization.
- Create a sustainable system for continuous learning and improvement within their teams.

COURSE METHODOLOGY:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in the workplace. This course moves beyond traditional lectures to create a dynamic learning environment. A significant portion of the program is dedicated to hands-on activities, including real-world case study analysis, where participants dissect complex business scenarios to identify opportunities for quality and innovation. Team-based exercises and group discussions encourage collaborative problem-solving and the exchange of diverse perspectives. We will conduct role-playing simulations of challenging leadership situations, such as facilitating a difficult workshop or presenting a change initiative to a resistant team. Participants will receive constructive, personalized feedback from both the instructor and their peers to refine their leadership and facilitation skills. The course integrates a variety of learning tools, including interactive presentations, practical toolkits, and guided self-assessment activities. Our approach emphasizes learning by doing, empowering participants with the confidence and competence to lead their teams to new heights of performance and creativity.



COURSE AGENDA (COURSE UNITS):

UNIT ONE FOUNDATIONS OF QUALITY AND INNOVATION LEADERSHIP

- The strategic link between continuous improvement and innovation.
- Defining the modern leader's role in driving quality initiatives.
- Historical perspectives on quality management from Deming to Six Sigma.
- Understanding different types of innovation from incremental to disruptive.
- Core principles of building a culture of excellence.
- Assessing your organization's current quality and innovation maturity.
- Identifying key stakeholders and creating a communication plan.

UNIT TWO BUILDING AND LEADING HIGH-PERFORMANCE TEAMS

- Characteristics of effective quality and innovation teams.
- Defining roles, responsibilities, and team charters.
- Motivational strategies for encouraging proactive engagement.
- Techniques for effective team communication and collaboration.
- Managing conflict and fostering psychological safety within the team.
- Coaching and mentoring team members for continuous development.
- Leveraging diversity to enhance creativity and problem-solving.

UNIT THREE QUALITY IMPROVEMENT METHODOLOGIES AND TOOLS

- The Plan-Do-Check-Act (PDCA) cycle for continuous improvement.
- Root Cause Analysis techniques including the 5 Whys and Fishbone Diagrams.
- Introduction to Lean principles for waste elimination.
- Fundamentals of Six Sigma and the DMAIC process.
- Statistical Process Control (SPC) basics for monitoring performance.
- Process mapping and value stream mapping to identify inefficiencies.
- Implementing effective corrective and preventive action (CAPA) plans.



UNIT FOUR DESIGNING AND FACILITATING INNOVATION WORKSHOPS

- Setting clear objectives and desired outcomes for workshops.
- Principles of Design Thinking for user-centric innovation.
- Brainstorming and ideation techniques like SCAMPER and Mind Mapping.
- Structuring a workshop agenda from icebreakers to action planning.
- Facilitation skills for managing group dynamics and encouraging participation.
- Prototyping and testing ideas quickly and effectively.
- Techniques for converging on the most promising solutions and gaining consensus.

UNIT FIVE SUSTAINING A CULTURE OF CONTINUOUS IMPROVEMENT

- Strategies for embedding quality and innovation into the organizational DNA.
- Developing and tracking key performance indicators (KPIs) for success.
- Principles of change management for implementing new initiatives.
- Celebrating successes and learning from failures to foster resilience.
- Creating systems for knowledge sharing and best practice dissemination.
- The leader's role in championing and sustaining momentum for change.
- Developing a long-term roadmap for organizational excellence.

FAQ:

QUALIFICATIONS REQUIRED FOR REGISTERING TO THIS COURSE?

There are no requirements.

HOW LONG IS EACH DAILY SESSION, AND WHAT IS THE TOTAL NUMBER OF TRAINING HOURS FOR THE COURSE?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.



SOMETHING TO THINK ABOUT:

How can leaders effectively balance the structured, data-driven discipline of quality improvement with the often ambiguous and risk-oriented nature of breakthrough innovation?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This training course distinguishes itself by uniquely integrating the two critical, yet often siloed, disciplines of quality improvement and innovation under a single, cohesive leadership framework. While many programs focus on either the systematic tools of quality management or the creative processes of innovation, this course addresses the complex challenge of leading teams that must excel at both simultaneously. The curriculum is built on the premise that true market leadership is achieved not just by perfecting existing processes but by creating new value. We emphasize the practical skills of facilitation and team leadership, moving beyond theory to equip participants with the ability to design and run dynamic workshops that yield tangible results. The focus is less on becoming a technical expert in Six Sigma or Design Thinking and more on becoming an effective leader who can inspire and guide a team to use these tools strategically. Through a blend of real-world case studies, interactive simulations, and peer-to-peer learning, the course provides a holistic perspective, preparing leaders to build a resilient and adaptive culture that thrives on continuous improvement and embraces transformative change.