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COURSE BROCHURE

Advanced Business Improvement and Quality Techniques Training Course

30 November – 11 December 2026
Vienna

Advanced Business Improvement and Quality Techniques Training Course

Ref: 497_18342 **Date:** 30 November – 11 December 2026 **Location:** Vienna **Fees:** 10600 GBP

Business Improvement and Quality Techniques is an advanced 2-week training course for improvement practitioners, team leaders and quality coordinators who must choose the right tool for each problem, and who leave with a Business Improvement Project Plan with measurable targets. Customers compare service and cost across competitors instantly, so small daily gains now decide market position. Jupiter Prime Training offers this course to those who turn improvement ideas into evidence-based projects.

Why Business Improvement and Quality Techniques Matter Now

Two pressures put improvement tools back at the centre of management: tighter margins that leave no room for chronic rework and delays, and data from digital systems that makes problems visible but not automatically solvable. Frontline teams also expect to be involved rather than handed solutions. Organisations that apply structured techniques fix root causes once and spread the gains; those that rely on opinion repeat the same firefighting each month. The course draws on the Plan-Do-Check-Act PDCA cycle, the Define-Measure-Analyse-Improve-Control DMAIC roadmap, Kaizen events from Lean practice and the continual improvement expectations of ISO 9001.

Who Gains Most from Business Improvement and Quality Techniques

- Improvement practitioners who facilitate projects and coach teams through problem solving
- Team leaders responsible for daily performance and recurring operational problems
- Quality coordinators who collect data, maintain records and report improvement results
- Process owners who sponsor projects and must approve countermeasures
- Internal consultants who compare performance with peers and recommend change

A group of team leaders and coordinators from one department gains most, because they can choose a shared problem, apply the same tools and sustain the results together after the course.

Business Improvement and Quality Techniques Capabilities

Participants learn to match each problem to the right technique, from a simple check sheet to a full DMAIC project.

- Apply the seven basic quality tools to collect, display and interpret problem data — team leaders choosing where to act
- Design PDCA and DMAIC projects with charters, scope and measurable targets — sponsors approving improvement effort
- Build Kaizen events that deliver rapid change in a single process — managers releasing staff time
- Test root causes with evidence before choosing countermeasures — process owners avoiding wasted fixes
- Calculate process capability and benchmark gaps against peers — leadership setting realistic goals
- Assess project benefits and sustainment controls after implementation — finance confirming results

Key Business Improvement and Quality Techniques Terms

- Seven quality tools — check sheet, histogram, Pareto chart, cause-and-effect diagram, scatter diagram, control chart and stratification, used together to analyse problems.
- PDCA cycle — a four-step loop of planning a change, trying it, checking the result and acting to standardise or adjust it.
- DMAIC — a five-phase improvement roadmap that defines, measures, analyses, improves and controls a process problem using data.
- Kaizen event — a focused multi-day improvement effort in which a cross-functional team redesigns one process and implements changes immediately.
- Benchmarking — comparing processes and results with other units or organisations to identify performance gaps and transferable practices.
- A3 report — a single-page problem-solving document that records background, current state, root cause, countermeasures and follow-up.

Business Improvement and Quality Techniques Day by Day

Day 1: The Improvement Mindset

- Cost of Poor Quality Indicators — Sizing the Prize for Improvement
- Improvement Opportunity Logs — Capturing Problems From Customers and Staff
- Continual Improvement in ISO 9001 — Linking Projects to the QMS
- Problem Statement Writing — Defining Issues Without Assumed Causes
- Project Selection Criteria — Choosing Problems Worth Solving First

Day 2: The Seven Basic Quality Tools

- Check Sheets and Data Collection Forms — Gathering Facts at the Source
- Histograms — Revealing Spread and Shape of Performance Data
- Pareto Charts — Separating the Vital Few From the Trivial Many
- Scatter Diagrams — Testing Relationships Between Two Variables
- Stratification — Splitting Data to Expose Hidden Patterns

Day 3: Management and Planning Tools

- Affinity Diagrams — Grouping Ideas From Brainstorming Sessions
- Tree Diagrams — Breaking Goals Into Actionable Tasks
- Prioritisation Matrices — Ranking Options Against Weighted Criteria
- Interrelationship Digraphs — Finding Drivers Among Linked Issues
- SIPOC Diagrams — Scoping Processes Before Detailed Study

Day 4: PDCA and A3 Problem Solving

- PDCA Cycle Planning — Structuring Small Tests of Change
- A3 Report Construction — Telling the Problem Story on One Page
- Current-State Observation — Grounding Analysis in Real Work
- Countermeasure Trials — Learning Quickly From Controlled Experiments
- Standardisation After Success — Locking In the New Method

Day 5: DMAIC Define and Measure

- Project Charters — Agreeing Scope, Targets and Sponsors
- Voice of the Customer Tools — Translating Needs Into Measures
- Operational Definitions — Ensuring Everyone Measures the Same Way
- Baseline Performance Measurement — Establishing the Starting Point
- Process Capability Studies — Comparing Output With Customer Limits

Day 6: Root Cause Analysis

- Cause-and-Effect Diagrams — Organising Possible Causes by Category
- Five Whys Questioning — Drilling From Symptom to Cause
- Fault Tree Analysis — Mapping Combinations That Produce Failure
- Hypothesis Testing Basics — Verifying Causes With Data
- Cause Validation Plans — Avoiding Fixes Based on Guesswork

Day 7: DMAIC Improve and Control

- Solution Generation Techniques — Widening Options Before Selection
- Solution Selection Matrices — Weighing Impact, Cost and Effort
- Error-Proofing Methods — Making Mistakes Hard to Repeat
- Control Plans and Visual Management — Holding the Gains
- Response Plans for Relapse — Acting When Performance Slips

Day 8: Kaizen Events and Workplace Organisation

- Kaizen Event Planning — Preparing Teams, Data and Sponsors
- Rapid Improvement Facilitation — Running Intensive Change Days
- 5S Workplace Organisation — Creating Order That Exposes Problems
- Standard Work Documents — Capturing the Improved Method
- Kaizen Follow-Up Lists — Closing Open Actions After the Event

Day 9: Benchmarking and Benefits

- Internal and External Benchmarking — Choosing Comparison Partners
- Benchmarking Data Protocols — Comparing Like With Like
- Gap Analysis Against Benchmarks — Setting Stretch but Credible Targets
- Benefits Calculation Methods — Quantifying Time, Cost and Quality Gains
- Project Portfolio Reviews — Deciding Which Projects to Continue

Day 10: Practising the Business Improvement Project Plan

- Applying Problem Selection and Charters — Framing a Live Improvement Case
- Applying Quality Tools and Root Cause Analysis — Building the Evidence Base
- Applying Kaizen and Control Methods — Designing Implementation Steps
- Applying Benchmark and Benefit Calculations — Setting Measurable Targets
- Business Improvement Project Plan — Combining Charter, Analysis, Actions and Measures

Applying Business Improvement and Quality Techniques After the Course

- Lead a Pareto and cause-and-effect analysis of one recurring problem with the team that experiences it, and test the top cause with data before acting.
- Prepare an A3 report for one improvement opportunity and review it with the process owner as the basis for a PDCA trial.

Business Improvement and Quality Techniques Questions FAQ

What are business improvement and quality techniques and why do they matter now?

Business improvement and quality techniques are structured tools, such as the seven quality tools, PDCA, DMAIC and Kaizen, used to find and remove causes of poor performance. They matter now because thin margins leave no room for repeated rework and delay.

Which roles gain most from business improvement and quality techniques?

Improvement practitioners, team leaders and quality coordinators gain most from business improvement and quality techniques. Process owners and internal consultants also benefit when they sponsor projects or recommend changes based on benchmarks.

How do business improvement and quality techniques differ from a Lean Six Sigma Green Belt course?

Business improvement and quality techniques cover a broad toolkit for many problem sizes rather than one certification path. You practise simple tools, A3, Kaizen and benchmarking alongside DMAIC, whereas a Green Belt course concentrates mainly on statistical DMAIC projects.

What do you bring back from business improvement and quality techniques training?

You bring back a Business Improvement Project Plan for a real problem, with a charter, evidence of root causes, chosen countermeasures, controls and measurable targets ready for sponsor approval.

Business Improvement and Quality Techniques: The Way Forward

The Business Improvement Project Plan first informs a sponsor's decision to release team time and approve the first countermeasures. Team leaders, coordinators and process owners use it to track actions and results. After the first improvement cycle, revisit the benefits calculation and control plan, because sustained gains in logistics hubs, bank branches and hotels depend on routines that outlast the project.