

Quality Operating System (QOS)

Participants to this 1-day session are expected to learn the basic structure and methodology of Quality Operating System and be able to apply it in their own activities to better understand and satisfy the customer's expectations. Attendees will receive brief seminar presentation materials.



WHERE? At your facility (For larger group)

WHEN? At a mutually convenient time.

DETAILS: Please visit for information and registration.

www.Nutek-us.com/wp-sem.html - onsite

WHO SHOULD ATTEND?

- Managers, supervisors, and people at all levels involved in continuous improvement activities in the company.

COURSE CONTENT

This brief session will provide an overview of QOS requirements introduced by Ford Motor Company. Key information is provided about QOS. Basic elements of QOS processes like customer expectations, internal key processes, measurables for key processes, etc. are discussed in details. Attendees will have chance to apply the concepts in hypothetical business examples. By attending this session you will learn how to:

- Identify customers and their expectations.
- Identify key process elements that satisfy customer's expectations.
- Select measurable that can be used to quantitatively predict and monitor performance.
- Apply structured problem solving (8D and/or DOE) approach by forming a

Pre-requisites & Learning Objectives:

There are no specific prerequisites for this course. Knowledge of ISO/TS 16949:2002 is desirable, but not required. Familiarity with products and services and strategic issues facing the company is desirable

Discussion Topics

- Introduction to QOS
- 6-Phase Model for QOS Methodology
- Customer Expectations
- Internal Key Processes and Events
- Measurables for Key Internal Processes
- Trends of Measurables
- Downstream Performances
- Course Reviews & Remarks

QOS is a valuable discipline developed in the late eighties for use in all levels of business activities by Ford Motor Company's manufacturing, assembly and stamping plants. It is a set of very basic and general guidelines applicable to quality improvement efforts of products and services of all kinds. Outside Ford, the QOS discipline is also known as BOS (Business Operating System). Use of the QOS guidelines helps align company's strategic goals, achieve planned objectives, and institute quality system for continuous improvement.

8D: Eight disciplines of problem solving
DOE: Design of experiment technique

COURSE INSTRUCTOR

This seminar is led by Ranjit K. Roy, Ph.D., P.E., PMP, and Mechanical Engineer. Dr. Roy specializes in the Taguchi approach to quality improvement and engineering quality improvement topics.



Nutek, Inc.

3829 Quarton Road

Bloomfield Hills, MI 48302-4059, USA. www.Nutek-US.com

Tel: 248-540-4827 Email: Support@Nutek-us.com

Visit us in the web and explore our sites on seminars and support services.
www.Nutek-us.com