

TOTAL QUALITY LEADERSHIP
ETTA CAMPBELL, COORDINATOR 757-4124

UPDATED: 05 MAY 2000

FUNDAMENTALS OF TOTAL QUALITY LEADERSHIP
TEAM SKILLS AND CONCEPTS

COURSE TITLE:	FUNDAMENTALS OF TOTAL QUALITY LEADERSHIP	
VENDOR:	NAWCAD TQL Office	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE: 477521	DATE: 08-10 August 00	NOMINATION DEADLINE: 10 July 00
TIME:	7:30 a.m. – 3:30 p.m.	
DESCRIPTION:	<p>The Department of the Navy practice of Total Quality Leadership is based on the principles and methods of Dr. W. Edward Deming. This course is built around Deming's philosophy and approach to Quality Management and its three elements, i.e., the System of Profound Knowledge, the Plan-Do-Check-Act cycle and the Fourteen Obligations for Management. The purpose of the System of Profound Knowledge is to provide knowledge that leads to understanding of how to improve quality. The application of this knowledge will result in improved processes and better products and services. The course provides instruction on the application of the scientific method through the use of the PDCA and quantitative methods and tools to improve processes. Application of the 14 points provides the environment necessary for a critical mass of people to work together to improve processes, products and services.</p>	
OBJECTIVE:	<p>At the completion of this course, participants will:</p> <ul style="list-style-type: none"> • Understand the concepts of Total Quality Leadership and its roots in Deming's Approach to Quality Management. • Recognize the importance of viewing the organization as a system where everyone understands the aims and works together to achieve them. • Recognize the concept of variation and the importance of continual improvement for reducing variation in order to improve processes that will result in higher quality of products and services. • Recognize the importance of psychology, understanding the differences and similarities of people, and how it relates to working in teams and to the role of leaders. • Recognize that the theory of knowledge addresses how we gain information, plan and make decisions. • Understand the importance of a structured approach to problem solving and recognize that the Plan, Do Check, Act Cycle is an adaptation of the scientific method that can be applied to planning and decision making. • Recognize the purpose and use of a variety of statistical process control tools for planning and improving processes. • Recognize the Fourteen Points as applications of profound knowledge, a way to put it into practice. 	
AUDIENCE:	Course is designed to provide all members of the NAVAIR TEAM with knowledge of the concepts and principles of TQL.	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS).	
PREREQUISITE:	None	
LENGTH:	3 Days	
COST:	\$250 per person	

COURSE TITLE:	TEAM SKILLS AND CONCEPTS	
VENDOR:	NAWCAD TQL Office	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
477526	19-22 June 00	22 May 00
477527	11-14 September 00	11 August 00
TIME:	7:30 a.m. – 3:30 p.m.	
DESCRIPTION:	This course covers the dynamics of how groups of people become effective teams and how effective teams operate. Topics include: communication skills; effective meetings; effective charters (mission statements); team roles and responsibilities; team development and dynamics; decision making; and documenting progress and results. The course is presented in the context of a Total Quality Leadership Organizational Model.	
OBJECTIVES:	<p>At the completion of the class the participants will:</p> <ul style="list-style-type: none"> • Have the knowledge and skills to become effective team leaders or team members. • Recognize the importance of teamwork and understand the dynamics of effective teams, team roles and responsibilities and the stages of team development. • Understand the principles of communication, techniques for giving and receiving feedback, and the impact of individual temperaments on communication and the group process. • Have the knowledge and skills to plan and conduct effective meetings. • Understand how to conduct group process observation, recognize disruptive behaviors and employ strategies to balance group participation. • Understand the essential elements of effective mission statements (charters). 	
AUDIENCE:	Since the skills that participants will learn are applicable to any team situation, anyone on a team or anticipating working with a team is encouraged to attend.	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS).	
LENGTH:	4 Days	
COST:	\$325 per person	