Course : Managing through continuous improvement

Practical course - 2d - 14h00 - Ref. AME
Price : 1520 CHF E.T.

★★★★⯪ 4,3 / 5

BEST

Managing and communicating results provides the essential impetus for sustaining improvement initiatives. This course revisits the traditional tools of continuous improvement and provides the essential keys to steering and communicating at the operational level.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Determine the objectives of the approach
- ✓ Plan the stages of a continuous improvement process
- ✓ Manage the improvement process within your entity
- ✓ Communicating to keep the process going

Intended audience
Local managers and department heads who want to use pragmatic tools to improve their sector's performance.

Prerequisites
Experience in field management or team leadership.

Practical details
Hands-on work
Self-diagnosis, exchange of experience, case studies, construction of technical data sheets.

Course schedule

PARTICIPANTS
Local managers and department heads who want to use pragmatic tools to improve their sector's performance.

PREREQUISITES
Experience in field management or team leadership.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

1. The foundations of improvement

- A brief history.
- Identify the differences between Total Quality, Lean, Kaizen, Six Sigma, continuous improvement.
- Know the basic concept: PDCA.
- Steering, organizing and structuring improvement.

Hands-on work
Discovery through number games.

2. Managing a continuous improvement project

- Define basic project management tools: schedule, resource management, progress.
- Planning stages: sharing the diagnosis, opening, progress and closing meetings.

Hands-on work
Feedback and self-diagnosis on tools encountered and used.

3. Carrying out and sharing a diagnosis

- Learn how to use the right diagnostic tool.
- Choose a SMART objective.
- Identify sources of loss in your business.

Hands-on work
Data formatting exercises, goal-setting workshop.

4. Solving problems as close to the field as possible

- Let's start simply: the 5Ps.
- Discover the essential steps and acquire the associated tools.
- Let's pose the problem: QQOQCPC, is/is not.
- Let's look for the causes: brainstorming, Metaplan, the 5Ms.
- Solution-finding: creativity, help with completeness.
- Choosing: evaluating, classifying, ranking, sorting…

Hands-on work
Practical problem-solving exercises: asking the right questions.

5. Other continuous improvement tools

- Using statistics: SPC.
- Discover group work to reduce batch sizes with SMED.
- Using Hoshin projects to improve workflows and performance.
- Define the new A3 tool.
- Browse the 5S or the "DANCE" method.

Hands-on work
Illustration by example.

6 **Communicate and motivate effectively, close to operations**

- Understand the importance of communication.
- Accepting the obstacles to change.
- Accompanying teams towards autonomy.
- Define information recipients and associated resources.
- Giving feedback and creating meaning.
- Visual management.

Hands-on work
Definition of communication plans and resources, and reflection on the dynamics created.

Dates and locations

REMOTE CLASS
2026 : 4 June, 17 Sep., 7 Dec.