

# Continuous Improvement For Managers

## **Purpose**

To develop an understanding of the principles of continuous improvement in pharmaceutical and medical device industries.

**Objectives** At the completion of the class, students will be able to:

1. The top reason for quality program implementation failure and how to prevent it
2. The three reasons why CI must be implemented in pharmaceutical companies
3. An eight-step process for implementing CI that is guaranteed to work
4. Why the employee is a VIP in the CI program
5. The four top roles in a CI program

## **Prerequisite**

None.

## **About the Class**

1. To practice the skills and techniques of this class, students are encouraged to edit an existing procedure or develop a new procedure.
2. This class will be tailored to your industry sector.
3. Each student receives a student guide containing a representation of the program's slides and graphics with space provided for note taking.
4. This class can accommodate up to 25 people.
5. Duration: 8 hours.

*Learn to improve processes and be in compliance with the  
FDA!*

---

**Continuous Improvement for Managers**  
**Topics Covered**

**Introduction**

1. Course Overview
2. Agenda
3. Groundrules

**Quality Game**

1. Introduction to game
2. **Activity:** *Quality Game*

**What is Continuous Improvement**

1. Defined
2. **Activity:** *What is CI*

**Demmings 14 Points**

1. What is CI
2. What is not CI

**Dr. Juran**

1. Types
2. Handling the dysfunction behavior

**Why Programs Succeed**

1. Reasons
2. Discussions

**Why Programs Fail**

1. Reasons
2. Discussions

**CI and Your Company**

1. CI and management
2. CI and employees
3. **Activity:** *What and Your Company*

**CI and the Team**

1. CI is a team concept
2. Roles and responsibilities
3. Sponsors
4. Team leader

5. Facilitator
6. Team members
7. **Activity:** *Roles*

**CI Implementation Steps**

1. Steps
2. Obstacles