
1st PASS

Technical Data

Course Overview

Methodology and tools training are combined with realistic project simulation for a high-impact learning experience. Guided by the philosophy that 85% of all quality problems can be solved by focusing on the process, 1st PASS (Process Advancement Skills Simulation) employs a methodology and tool set which includes Deming's PDCA (Plan, Do, Check, Act) cycle, Continuous Process Improvement (CPI), Statistical process Control (SPC), and Business Process Reinvention (BPR) techniques. Participants work in teams of 5-7 people to identify and implement process improvements to a simulated business process.

Course Features

- Increase enthusiasm, commitment, and confidence to apply process improvement techniques and skills in the everyday working environment.
- Gain knowledge and an understanding of the quality improvement philosophy.
- Develop skill level in using the basic tools of quality improvement.

Course Number: H8702C (scheduled)
H8702Y (dedicated)

Specifications

Course Length

3 days

Audience

Anyone who will participate in a continuous process improvement project or evaluate process improvement results should attend. We highly recommend sending actual teams who will be working together on process improvement following the event.

Prerequisites

None

Delivery Method

Classroom

Format

Course content is 40% lecture and 60% team work.

HP Education Services: Your Key to Higher Productivity

Classroom Training Benefits

Experienced HP Instructors

Learn from an HP instructor experienced in leading this highly interactive class.

Available at HP Classrooms

Take advantage of HP's learning facilities, equipment, and interactive learning environment by attending class at an HP facility.

Regularly Scheduled Classes

Plan training months in advance.

Extensive Hands-on Practice

HP classroom training is characterized by extensive hands-on experience and interactive class discussion. HP classroom training pays off immediately because it is geared to real-world solutions.

Comprehensive Student Materials

Copies of course materials are provided for future reference on the job.

1st PASS (H8702C)

Course Agenda

- Quality: what is it?
- Customer satisfaction: why is it important?
- Continuous process improvement: how is it done?
- Request for quote simulation (throughout event)
- Process analysis tools
- Issue statements
- Process flow diagrams
- Process performance measures
- Cause and effect
- Data collection
- Charts (pareto)
- Frequency distribution
- Control charts
- Documentation
- Presenting results to management
- Barriers to team effectiveness
- Stages of team development
- Team task and maintenance skills

Ordering Information

To order 1st PASS (H8702C) course in the U.S. call 1-800-HPCLASS (800-472-5277).

HP's Customer Registration Center can provide you with price, scheduling, and enrollment information, as well as provide information about a dedicated delivery (H8702Y) or customizing a course for your specific needs.

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