

# Operational Excellence

## Understanding the Need for Development

At CQM Training & Consultancy Ltd we are keenly aware of the importance of being able to drive production and exceed customer demands in an increasingly competitive market place. Ensuring your workforce is equipped with the relevant skills and techniques to deliver effective and sustainable, results driven solutions which respond to your business needs is essential for continued growth.

## Organisational and Culture Transformation

CQM T&C are experts in developing programmes which focus on truly embedding and sustaining Lean/Continuous Improvement techniques. Specialising in managing culture change that will completely transform the way your employees work, we challenge the ambitions of our clients and their staff to develop themselves beyond all expectations. Consequently our programmes provide solid foundations for future growth whilst realising existing untapped potential.

## Delivering Manufacturing Excellence Skills

We use a combination of onsite coaching and workshops to ensure that everyone undertaking our programme identifies, leads and implements real business improvements mapped directly into the company's development plan. Through our tailored training and coaching we will deliver the skills your teams need to drive exceptional performance with confidence.

- **Business Improvement Techniques**

Our experienced consultants will coach and facilitate your people to provide them with the skills they need to drive production and significantly improve your manufacturing processes. Your teams will actively apply their new skills in the workplace throughout the programme to truly embed their knowledge and understanding of Lean/Continuous Improvement practices.

Our adaptable programme can be tailored to respond to the key objectives outlined by your business, and can incorporate a specific 6 Sigma programme or Green Belt training.



### Training Programmes:

**Business Improvement Techniques, Operations and Quality Improvement, Improving Operational Performance**

### Ideal Candidates:

**Senior Operations Managers, Shift Managers, First Line Managers (Team Leaders/Line Leaders/ Supervisors), Production Operatives**

### Training Route:

**Full Fee Consultancy or Part Funded Qualification (RQF) / Apprenticeship**

### Level of Delivery:

**L2 & L3**

### Sectors:

**Pan Sector (Manufacturing & Service)**



## Typical Outcomes

Each programme is designed with you after careful scoping on site. The measurable impact is delivered through agreed projects which are monitored through a Performance Improvement Plan (PIP) agreed with you in advance. However, in general the business can expect to benefit from:

- Increased competitive advantage
- Significant bottom line savings
- Sustainable and measureable improvement in production
- Increase in efficient manufacturing processes or service delivery
- Reduction in Health & Safety issues
- Enhanced problem solving capabilities
- Improved understanding of QCD, Visual Management and team working
- Ability to identify and implement effective change in the workplace

## Guaranteed Return on Investment

With a focus on sustainability and measured improvement, our development programmes always guarantee a significant Return on Investment, seen not only through financial gain, but importantly through positive behavioural change.

## Flexible Delivery Model

We pride ourselves on offering the solution to suit your requirements. Therefore we can deliver full fee consultancy, or accredited qualification based training and adult Apprenticeships which can be part funded. If considering the qualification route we are partners with EAL, EDEXCEL and SEMTA.

Our highly experienced team of experts deliver all of the training on site at your organisation. We work closely with you to establish a convenient and viable schedule of release for those participating on the training.

## Additional Areas of Expertise

Our skill lies in identifying the current and ongoing needs of your business. To find out how we can further assist in developing your staff please ask for information on our range of programmes which focus upon Leadership and Management Development, Strategy Development and Project Based Consultancy work.

**“Within a 5 year period, from 2007-2012, we have gone from 200 employees manufacturing 300 million parts, to a workforce of 140 and an increased production of 400 million parts per year.”**

**Tony Cross**  
Operations Manager, Presspart

CQM T&C Ltd are part of:



**Contact us today for more information**

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