

Business Operation : Quality and lean management

Infos pratiques

- > ECTS : 6.0
- > Nombre d'heures : 18.0
- > Langue(s) d'enseignement : Anglais
- > Niveau d'étude : BAC +4
- > Période de l'année : Enseignement huitième semestre
- > Méthodes d'enseignement : En présence
- > Forme d'enseignement : Travaux dirigés
- > Composante : Langues et cultures étrangères
- > Code ELP : 4V8AIQMP

Présentation

- **Course description :**
 - From Quality Management to Lean Management
 - Quality versus Performance
 - Issues related to the deployment of a Quality Management System
 - The ISO 9001 2015 frame and core principles
 - Monitoring performance, how ?
 - Lean Management principles and tools
- **Course syllabus :**
 - Module 1 – Quality: Why? What? :**
 - What is quality? Common definitions, standards definitions
 - What is a requirement?
 - Defining quality : producer's based view versus customer's based view
 - What is quality management?
 - Quality management why? Targets, costs reduction, manage performance, develop competitiveness, cultivate customer loyalty
 - Module 2 – ISO 9000 2015, global approach**
 - Conceptual framework: overview, PDCA process, 8 core principles, benefits of a QMS, why an ISO certified system fails ?
 - A 4-pillar structure :
 - Management responsibility,

- Resource management
- Product realisation requirements and customer focus
- Measurement, analysis and improvement requirements of processes
- The mandatory procedures
- Changes between the 2008 and the 2015 version

Module 3 – Lean Management principles and tools (Kaizen approach)

- DMAIC, Value Stream Mapping, wastes -Muda-, Root Cause Analysis (problem-solving approach) and solutions deployment (Action Plan and follow-up)
- Lean management philosophy : skills management and value creation
- Process analysis, how ?

- Lecture : 6 hours
- Case (Kaizen Workshop) 12 hours - Group work process analysis (DMAIC)
- Total number of hours : 18,00

- **Methodology :**
 - Course with examples of ISO and Lean practices in companies
 - Short cases to be prepared in order to acquire concepts and vocabulary
 - Practice in Kaizen workshop : process analysis from mapping to Action Plan and solutions monitoring (case provided by C. Aubert-Baudequin)

Objectifs

- Acquire understanding of ISO 9001-2015 principles and be able to use a PDCA approach to quality
- Acquire understanding and be able to put into practice a continuous improvement approach (DMAIC and Lean Management principles)
- Acquire tools and practice to be able to analyse processes in the supply chain

Évaluation

- **Contrôle continu**
 - Work and participation : 40 %
 - Individual work : 60%

Bibliographie

Lean Supply Chain – Logistics Management – Paul Myerson – MacGraw Hill
La boîte à outils du Lean – Radu Demetrescoux – Dunod 2015
Logistics and Supply Chain Management – Creating Value, adding networks – de Christopher Martin

Ressources pédagogiques

Christian Hohmann : <http://christian.hohmann.free.fr/>
Institut Lean France: <http://ilf-lean-services.com/>
L' APICS : <http://www.apics.org/>
Lean Entreprise Institut : <http://www.lean.org/>
Portail AFNOR : www.afnor.org

Contact(s)

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