Quality ◇ Management Skills

The Quality Game demonstrates how quality is vital to a company's reputation and profitability. It focuses on the whole operational process, illustrating that performance in one activity affects all those that follow. Encouraging participants to see the bigger picture, the game promotes an awareness of how their actions affect the success of the entire enterprise.

Objectives

The Quality Game establishes the principles which must be applied in order to achieve a quality product or service.

Participants will be able to:
- Relate these principles to their own organisation.
- Identify the likely effect of different decisions.
- Define any processing issues within their own organisation.
- Prepare a summary of potential changes.
- Appreciate the dramatic improvements which result from getting things right.

How it works

The game focuses on a fictitious organisation which manufactures and installs generic items of equipment. In a series of cycles, participants assume different roles at various stages of the process, and collectively make decisions as to how that process can be improved and how unit cost can be reduced. They then review the sequence of activities and select the best way to improve the quality of their service, the satisfaction of their customers, and their economic performance.

What participants will be doing

Through several cycles, acting as 'simulators' and then as 'planners'. As simulators, participants pass a progress card through several work stations and record what has happened to an order. As planners, they try to improve the system which controlled them in the simulator role.

For what levels is it appropriate?

All levels of employee whose work involves a process.

Duration

Between 1 and 3 hours, depending on the number of rounds played.

The package

Includes tutor manual, player's briefing paper, instruction cards and all supporting documentation for up to three teams. This re-usable activity costs **£230.00** plus Vat and postage.

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