Quality Analytics

INSTITUTE

COMPANY PROFILE

CREATING A CULTURE OF PRODUCTIVITY

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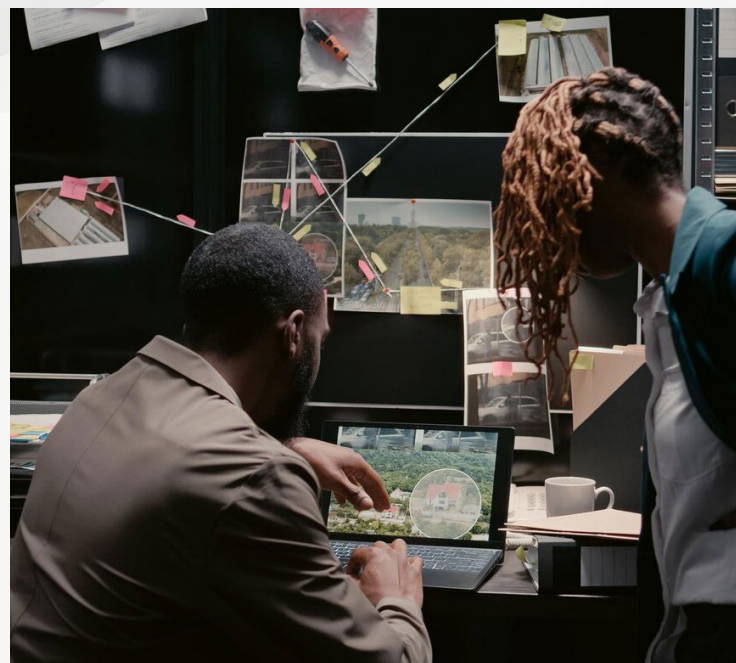
ABOUT US

Quality Analytics Institute was established in 2021 as an integrated training and consultancy firm to provide service in quality, productivity, risk management, and data analytics. In a data-driven world, organizations should have knowledge and skills in data analysis and better decision-making. We provide a wide range of services to help organizations improve their businesses, from data analysis, process improvement, and productivity. We can help businesses in various industries to optimize their performance and increase their competitiveness in the market.

Our services are in line with the following national instruments:

Pillar 1 of Vision 2036 - Sustainable Economic Development: Botswana will be high a high-income country with an export-led economy underpinned by diversified, inclusive and sustainable growth driven by high levels of productivity.

Botswana National Quality Policy- requires the country to participate in global trade and there is need for availability of highly trained and skilled workforce in quality management and productivity. We offers services to different industries from Manufacturing, Mining, Healthcare, Education, Public Service, Food Safety, or Finance

VISION & MISSION

Vision

To become a leader in consultancy and provision of globally recognized training programmes in productivity, risk management, and data analytics.

Mission

To provide organizations consultancy services and enhance professional and technical skills to create a culture of productivity so as to improve organizational performance.

VALUES

Customer focus –
We provide solutions that work for the customer

Innovation –
We seek better and creative solutions for each customer

Trust –
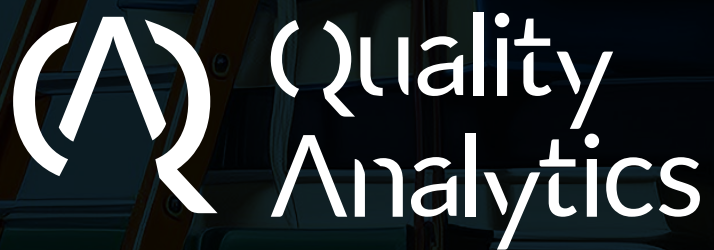We engage in open, honest, moral and ethical transactions

Excellence – We deliver quality solutions as planned, on time and within budget

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PROGRAMMES

QUALITY AND PRODUCTIVITY

PROBLEM SOLVING AND DECISION MAKING

Courses:

- Root Cause Analysis (Introduction to Problem Solving)
- Root Cause Analysis (Advanced Problem Solving)
- Corrective Action and Preventive Action (Risk Based Thinking)
- Failure Mode and Effect Analysis
- Human Error Analysis and Elimination

Root Cause Analysis (Introduction Problem Solving)

This course provides participants with a foundational understanding of Root Cause Analysis (RCA), a systematic approach used to identify and address the underlying causes of problems or incidents.

Participants will learn the principles, methods, and techniques of RCA to enhance their problem-solving skills and contribute to a culture of continuous improvement within their organizations. They will further be able to solve problems by separating symptoms from physical causes and systematic causes. The course is designed for beginners and those new to RCA, aiming to build a solid foundation for effective problem-solving.

Duration: 3 Days

Target Population

Managers, Directors, Engineers, Coordinators, Artisans, Compliance Officers, Administrators, Accountants, HR Practitioners, Health Care Practitioners, Educators, Process Improvement Professionals, Safety Officers, Pharmacist and Organizations implementing Continual Improvement.

Learning Objectives:

- Understand problem statement and team building in problem solving process.
- Identifying possible causes using the logic tree, brainstorming & cause-effect of a problem.
- Implementing, evaluating & institutionalizing the solution
- Discussing organizational issues preventing RCA implementation

Root Cause Analysis (Advanced Problem Solving)

This advanced-level course introduce participants to thinking skills and its application in problem solving. It focuses on the integration of statistical tools within the Root Cause Analysis (RCA) framework,

offering participants the skills needed to define (using pivot analysis) and solve complex problems using data-driven approaches.

Designed for professionals with a foundational understanding of RCA, this course will delve into the use of advanced statistical techniques such as boxplots and solve problem using TRIZ. The participants will further learn skills to apply human error in root cause analysis . It winds up with the introduction of AI-powered RCA to allow for the participants to prepare for future industries.

Duration: 3 Days

Learning Objectives
- Application of thinking skills, content thinking & process thinking in problem solving.
- Investigating a problem using different approaches.
- Analysing of data to determine the root cause of a problem.
- Understanding Human Error & its application in RCA
- Implementation of solution using TRIZ
- Introduction to AI-Powered Root Cause Analysis

Target Population
Managers, Directors, Engineers, Coordinators, Artisans, Compliance Officers, Administrators, Accountants, HR Practitioners, Health Care Practitioners, Educators, Process Improvement Professionals, Pharmacist, Safety Officers

Corrective Action and Preventive Action (Risk-Based Approach)

This course provides a comprehensive understanding of CAPA within a risk-based framework. It covers the CAPA requirements for regulatory industries such as ISO, FDA, GMP, ICH or GHTF. Participants will learn how to develop effective Corrective Action Plan, prevent recurrence of issues. Apply problem solving tools to find the root cause of the problem and use creative tools such as SCAMPER to solve the problems.

The course cover materials to learn how to apply FMEA and FTA in problem solving. Furthermore cover how to evaluate the effectiveness of the solution using SMART objectives. The participants learn by applying the methods, tools, and simulations.

Duration: 3 Days

Learning Objectives
- Appreciate the CAPA Requirements for regulated industries

- Identify problems through customer complaints and audits.
- Develop a CAPA Plan to address the problem.
- Employ collaborative decision-making to apply the appropriate solution.
- Verify the effectiveness of the solution using SMART objectives

Target Population

Managers, Directors, Engineers, Coordinators, Artisans, Compliance Officers, Administrators, Accountants, HR Practitioners, Health Care Practitioners, Educators, Process Improvement Professionals, Pharmacist, Safety Officers

Failure Mode and Effect Analysis (FMEA)

This course offers a thorough exploration of FMEA Participants will learn how to use FMEA as a risk management tool to prevent failures and improve reliability, safety, and quality. The course covers both Design FMEA (DFMEA), System FMEA (SFMEA) and Process FMEA (PFMEA), emphasizing practical applications in various industries.

This FMEA course equips participants with the skills and knowledge needed to proactively manage risks. It deepens expertise and provides practical insights and tools to implement FMEA effectively in any organisation.

Duration: 4 Days

Learning Objectives:

By the end of this course, participants will be able to:

- Understand the fundamental principles and purposes of FMEA.
- Distinguish between Design FMEA (DFMEA) and Process FMEA (PFMEA).
- Identify potential failure modes, causes, and effects within a system or process and assess RPN.
- Develop effective corrective and preventive actions to mitigate identified risks.
- Utilize software tools and templates for conducting FMEA efficiently.
- Collaborate with cross-functional teams to execute FMEA projects.

Target Population:

Engineers and Quality Professionals, Product Designers and Developers, Process Engineers,Directors, Risk Managers and Analysts, Project Managers, Artisans, Safety Officers, Anyone involved in product or process design, manufacturing, or risk management

Human Error Analysis & Prevention

This course focuses on understanding the complexities of human behaviour in various work environments and aims to equip participants with the knowledge and skills needed to analyse, mitigate, and prevent human errors. Participants will explore the psychological, organizational, and environmental factors influencing human performance and strategies for creating error-resistant systems.

It will further covers error proofing business process designed for those working in offices, transactional environments and the use of practical tools to reduce and impact of human errors in various work settings. At the end of the course participants will be able manage human error in both manufacturing and service industries.

Learning Objectives:
By the end of this course, participants will be able to:
· Understand the nature and types of human errors and their impact on organizational performance.
· Apply error prevention strategies to reduce the likelihood of human errors in the workplace.
· Foster a culture of safety and continuous improvement to minimize human errors.
· Utilize tools and methodologies for human error analysis, such as Root Cause Analysis (RCA), Failure Mode and Effects Analysis (FMEA), and Human Factors Engineering.

Duration: 5 Days

Target Audience:
Quality and Safety Managers, Operations Managers, Human Resources Professionals Artisans, Engineers, Risk Managers and Analysts, Administrators, Anyone involved in improving workplace safety, quality, and productivity.

WHY CHOOSE US?

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Expertise:
Our team consists of seasoned professionals with extensive experience in Lean Management, Microsoft Access, and Data Analytics.

Tailored Solutions:
We understand that every business is unique, therefore, we provide customized solutions that align with your specific needs and goals.

Proven Results:
We have a track record of delivering successful projects that result in tangible improvements in efficiency, productivity, and profitability.

Collaborative Approach:
We work closely with your team, ensuring knowledge transfer and sustainable change that continues to benefit your organization long after our engagement ends.

Continuous Support: We offer ongoing support and training to ensure that your team can fully leverage the solutions we implement.

TRAINING

SKILL SKILL
DEVELOP

Quality Analytics
I N S T I T U T E

OUR CLIENTS:

We serve a diverse range of clients, including small and medium-sized enterprises (SMEs), large corporations, non-profits, and government organizations. Our industry expertise spans manufacturing, healthcare, finance, retail, and more.

GET STARTED:

Ready to optimize your operations, streamline your data management, and harness the power of analytics? Contact Quality Analytics today for a consultation and discover how we can help your business achieve its full potential.

Quality Analytics Institute —
Your Partner in Lean Solutions, Data Management, and Analytics Excellence.

"QUALITY IS NOT AN ACT, **IT'S A HABIT.**"

– ARISTOTLE
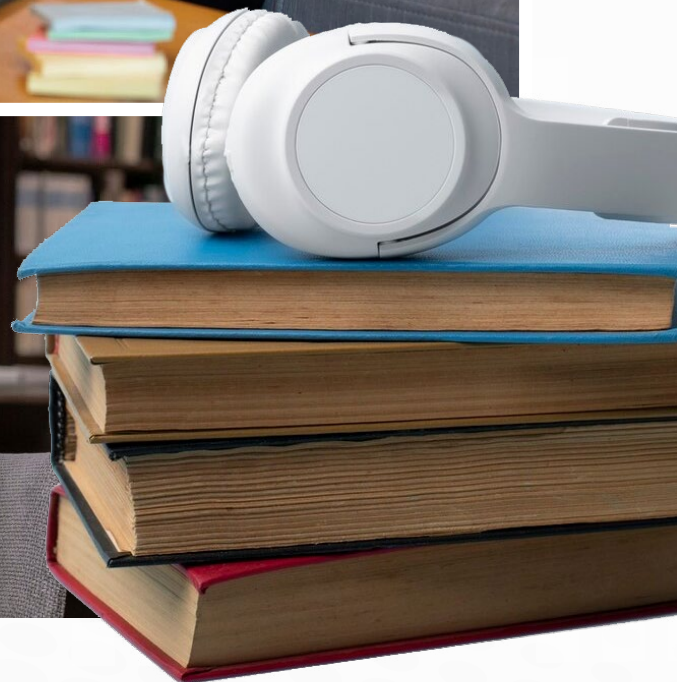
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COURSE DELIVERY METHOD

BLENDED LEARNING

Our courses are delivered in combination of face to face and learning management system.

It helps the courses to be hands-on, engaging, encouraging collaborative learning with intensive interactive activities.

The courses are designed with realistic and relatable case studies, and regular "knowledge checks" for assessment.

THANK YOU

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