QUALITY 101 to be held in March

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What is Quality to an organization? Is it meeting customer specifications or improving processes in a facility?

The Robert M. Kerr Food & Agricultural Products Center will be hosting a QUALITY 101 workshop on March 25 in room 120 of the FAPC. This highly interactive workshop can be used to train employees, management, supervisors or quality assurance professionals for facilities.

“Quality is meeting your customers’ specifications and the continuous improvement of processes within a company to meet and exceed customer and internal company specifications,” said Jason Young, FAPC quality management specialist.

The workshop will focus on the quality principles that establishments need for their next level of meeting customer requirements.

“Whether you are a manager, supervisor or employee, you will gain a new understanding of tools and practices used for process improvement,” Young said.

Identifying various ways of recognizing quality, seeing the costs of quality, finding the internal customers and learning new tools to be used in process improvement teams are just a few of the basic principles that will be highlighted at the QUALITY 101 workshop.

“Quality in food processing plants in Oklahoma should be systematic,” Young said. “Quality should be a way of managing an operation to continuously improve the quality of processes that provide a product that meets specifications, as well as add value to your company and your customers. Bringing a new level of quality to your organization can change the way employees think about their jobs by focusing on the customer.”

Quality is the tool that allows for the implementation of improvements or changes the way a company operates by focusing on the needs and expectation of the customer.

This QUALITY 101 workshop will give new insights to quality and prepare company personnel for improvement initiatives at their facilities.

The registration fee is $100 per participant, which includes lunch, snacks and workshop materials. The deadline to register is March 18.

For more details or to register, call Karen Smith at 405-744-6277, e-mail karen.l.smith@okstate.edu or visit www.fapc.biz/quality101.html.