

# BUILDING AND SUSTAINING A QUALITY CULTURE

In a manufacturing environment, leaders set the tone for how a team approaches and manages quality issues in their work. This focus of this session is on how leaders can create and support an environment where team members are willing and able to fully engage and take ownership for the highest possible levels of productivity and quality. Learners will reflect on their own quality-related behaviors and explore how communication and feedback skills are at the core of efforts to create a quality culture.

## LEARNERS WILL:

- Understand their role as a leader in building and sustaining a quality culture
- Observe, model, and reinforce three key quality behaviors
- Relate how their actions as leaders drive ownership by encouraging passion and pride in the workplace

## WHY THIS MATTERS:

Quality begins with ownership at all levels of the manufacturing process. Leaders with the behaviors and skills that positively affect their teams' approach to work are key to building a quality culture.

## DELIVERY OPTIONS:

**In-Person:** Half day

**See also:** Mindset for Leaders