

**MINI MBA: SUPPLY CHAIN MANAGEMENT  
PROCESS AND QUALITY MANAGEMENT  
By Dr. Bradley Miller**

Processes enable organizations to create the high quality products and services that deliver value to customers. As companies strive to remain competitive and respond to volatile demands and diverse market environments, managing these complex networks of people, materials, technology, tools, and equipment becomes increasingly challenging. Managing processes effectively requires an understanding of quality systems, productivity and efficiency, process design, product flow, human resource management, statistical analysis, and system dynamics.

This session will introduce students to foundational principles in process and quality management within both service and manufacturing environments through the utilization of process improvement techniques and process analysis within the context of collaborative work teams. Current exemplary examples in a variety of businesses will be explored while students experience process dynamics through in-class activities.

Key topics include:

- Defining and Identifying Value
- Creating a Culture of Continuous Improvement
- Identifying Waste and Problems
- Introduction to Process Improvement Tools
- Understanding Process Variation
- Evaluating Process Performance using Process Behavior Charts

At the conclusion of the session, students will be able to evaluate value delivered by a process and begin to diagnose strategic methods for leading and managing both quality and productivity improvements within their own organizations.