QUALITY AND SERVICE EXCELLENCE

Course Focus:

The foundation is based on the emergence of Total Quality Management, Six-Sigma and Lean Thinking concepts as a strategic focus in hospitality firms seeking service excellence and competitive edge. The term Six Sigma is a fact-based and data-driven philosophy of quality improvement which has been found to be highly effective for process improvement in a large number of companies across many industries. The format of the course involves case studies, readings, class-discussion, and a series of hands-on exercises and demonstrations. We will discuss many different applications and potential benefits of quality and process improvement approaches for the hospitality and other service industry. Topics include quality management philosophies, problem solving methodology, statistical process control, robust design, impact of measurement, and behavioral issues. These concepts and techniques are utilized in a wide variety of competitive environments by consultants and managers to control and improve an organization's ability to deliver quality services.

Key Benefits:

This course will provide participants with the background of a highly effective approach for quality and service excellence in the hospitality industry. The participants will learn many hands on techniques that can be directly applied to their operations.

Topics Include:

- Understand the five laws of lean six sigma (market; flexibility; focus; velocity; and complexity and cost).
- Discuss how lean thinking can be effectively applied to hospitality businesses.
- Learn lean principles for waste elimination and productivity enhancement.
- Learn the most effective Six Sigma and quality improvement techniques such as statistical process control, Baldrige Framework, ISO 9000, ISO14000, and teachings of quality gurus.

Level A

Part of these Certifications:

- OPERATIONS ANALYSIS
- HOSPITALITY MANAGEMENT

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