

Customer Experienced Product Quality: A half day training course.



The Course Introduction:

Understand the fundamentals of CEPQ – Customer Experienced Product Quality and how to apply in the Supply Chain.

The Course Objectives:

Secure your business with reduced product quality claims, cost of poor quality and an improved customer experience with your products/service.

The Trainer:

Mark Astley of Robert Vernon Associates has over 25 years experience working with global retailers and suppliers including IKEA and Tesco operating across the Far East and Europe. Work with him to explore ways to improve sourcing and production performance, minimising costs and improving quality in the fast developing world-supply market.

Who should attend:

Managers, Supervisors and Senior operators in Production and Supply Chain Management.

The Course Content:

- **What are the 4 elements of CEPQ**
- **What are the CEPQ Needs**
- **What are the CEPQ Drivers**
- **The Application of CEPQ**
- **The CEPQ Mind Tree – the application tool**

This half day is highly activity-based so you learn in a fun, informative and interesting way. It is part of a Good Business Growth approach and training package for Quality, Social and Environmental management. *Move from awareness to implementation: supply quality products on time, at a competitive price, made and supplied by profitable organisations that care: – GOOD Business Growth.*

Course programme:

- **First part: The theory of Customer Experienced Quality Product**
- **Second part: The Application of CEPQ in sourcing and production.**

About Robert Vernon Associates:

Robert Vernon Associates are training and service provider in Good Business Growth. Bringing good and profitable business practices into the wider business community

through our vastly experienced management team and network of Associates. We are dedicated to improve the lives of all stakeholders from the factory operator, the local communities, client co-workers, company owners and of course the final user – the Customer.

