

“Our mission is to help organizations improve the quality of the goods and services they provide as well as the quality of life within their organizations.”



Quality Systems Services brings over 60 years of quality and operational process management experience to business and industry in Centre County. QSS offers professional services to help organizations eliminate waste, reduce costs and improve efficiencies through a customer focused team approach to process improvement. Our services are continually evolving based on specific customer needs and the newest successful business improvement strategies to help companies grow, increase profits and improve customer satisfaction.



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Quality Systems Services

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Quality Systems Services

“Helping organizations grow through process improvement and organizational development”



www.QualitySystemsServices.net

Quality Systems Services

In today's ever-changing business environment, the need to remain competitive is more important than ever. Demanding market conditions, market globalization, innovation in technology and a diversifying workforce are just a few of the challenges facing businesses and business leaders today. Quality Systems Services provides business management consulting services to help companies grow, increase profits and improve customer satisfaction.

Quality Systems Services programs are designed to:

- Identify and eliminate waste throughout your organization
- Develop quality systems that are focused on improving customer satisfaction
- Develop effective teams through the use of practical instruction and experiential learning
- Provide training and continuous improvement processes that involve and empower employees to improve their processes
- Organize training to develop a well trained/cross-trained workforce
- Host and facilitate corporate retreats that provide educational and practical programs as well as a fun and entertaining time away from the workplace



Quality Systems Services programs are tailored to meet the assessed training needs of our clients. We will be there after the initial training to facilitate the implementation of our training and continuous improvement processes and develop a plan to ensure a return on your investment.

We provide the following quality management and organizational development training and facilitation

Quality Management Systems Development and Implementation

Quality management systems designed around the ISO 9000-2000 quality standards

Quality Management Training

Process for continuous improvement, error prevention and meeting customer expectations

Lean Enterprise

A systematic approach to identifying and eliminating waste in any manufacturing or service organization

Six Sigma

A management methodology combining a number of analytical tools and techniques with a structured management process in support of continuous improvement

Continuous Improvement Process

Training and Facilitation

An ongoing cycle of positive change and employee involvement

Leadership Development

Organizational leadership development through instruction and experiential learning

Coaching

Facilitation and development of a support system designed to help align individuals with organizational objectives

Team Development

Training and facilitation for team development utilizing theoretical models and simulations

TeamWorks Challenge Course

Team development training course designed to illustrate & simulate instructional concepts as well as practice skills and competencies

Customer Service Training

Facilitation of continuous improvement processes for sales and customer service

Training Curriculum Development

Tools and facilitation to help guide your training development needs