

# Quality Management for Organizational Excellence

Lecture/Presentation Notes

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**Based on the book**

***Quality Management for Organizational Excellence  
(Sixth Edition)***



# Twelve: Education and Training

## **MAJOR TOPICS**

- Overview of Education, Training, and Learning
- Rationale for Training
- Training Needs Assessment
- Providing Training
- Evaluating Training
- Managers as Trainers and Trainees
- Workforce Literacy

# Twelve: Education and Training (Continued)

## Major Topics Continued

- Improving Learning
- Why Training Sometimes Fails
- Quality Training Curriculum
- Orientation Training
- Customer Training
- Ethics Training
- Making E-Learning Work