

Supplier quality processes

Controls

Communicate

Initial idea

Rough idea
Identify authority structure
Link to QA systems

Customer
Supplier

Refine proposal

Sign off ← Aims and learning objectives
Define learners
Sign off ← Content specification
Learning modes
Locations
Timescales
Costs

Designers
HR/Managers
Marketing

Finance

CONTRACT

Develop

Stage 1
Learning objectives
Activity structure
Assessment structure
Content
Stage 2
Physical product
Briefing documents

Designers
Content specialists
Media specialists
Delivery specialists
IS/IT

Finance

Test

Sign off ← Pilot learner group
Managers
Deliverers
IS/IT
Designers

Deliver

Pre-course material
Course
Assessments
Post-course

Administration
IS/IT
Deliverers
Learners

Evaluate

Interviews
Forms
Meeting

Learners
Managers
Deliverers
Finance
Marketing
HR
Operations
Designers

Sign off