Quality Control Analysis of Enterprise Training Project

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Abstract

Enterprise training as an important means to enhance the ability of employees will enhance the competitiveness of enterprises more and more attention by enterprises, therefore, how to improve the quality of training is the concern of enterprise HR. The present paper trained the project quality control to the enterprise the characteristic and the influence training quality essential factor carries on the analysis, the utilization project management method had found from in the multitudinous quality control tool suits the enterprise to train the project quality control the tool.

Keywords. Enterprise training; Quality control

1. Introduction

The definition of control theory is: control refers to a certain subject, in order to ensure the change in the external conditions to achieve its objectives, in accordance with the plans and standards in advance, through a variety of ways to monitor the object with guide, correct the behavior of the process. Any system of control needs to fully adapt to changes in the system environment and get feedback from the output, with the plan and standard it is an important characteristic of control process. Input, transformation, feedback, analysis and corrective action are the basic steps of system control. The control goal is refers to the control main body in view of it by the controlled member implementation control, must achieve goal that had the qualified control main body and the explicit control goal, but also must have the ideal control mechanism which may use the dynamic adjustment mechanism in the project quality control. The general control can be summarized as the following aspects.

- Prior control: pre-control is also known as pre-control and prior control, that is, the control at the input stage is essentially a precautionary control, such as the quality control of the training program.
- Control in the event: control of the process, which is controlled during the transformation phase. The quality control of training instructors is a matter of control.
- Post-event control: post-event control is the control performed during the output phase. Such as the quality control of the evaluation after the end of the training program.

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2. Characteristics of Quality Control of Training Project

Training project quality control is different from general product quality control, through the whole training process and link analysis, all the elements of main characteristics can induce the following five aspects.

1. The progress of the training project is dynamic, the factors that affect the quality of the project are dynamic, the different stages of the project, different links with different processes as the impact of factors are not the same. Some of these factors are known and some are unpredictable; some factors on the quality of the training project impact may be fatal. All of which gave the project quality control more difficult.

2. The quality variation is inconsistent with the project quality data. There are two reasons for this variation: accidental and systemic. Random factors are random, objective, and normal: systematic factors are artificial and abnormal. The impact of chance on the quality of the project is small, often occurring, difficult to avoid, difficult to identify, and difficult to eliminate. The system factor has a large effect on the quality of the project, and it can be avoided by taking measures that can be avoided.

3. The quality of the project does not exist independently and it is subject to cost and time constraints. In the quality control of the project, it must consider its impact on the cost and training time, taking into account the cost and training time on the quality of the constraints, so that the project quality, cost, time can achieve the desired goal.

4. In the quality control of training project, it is often necessary to judge the process or result of the project implementation according to the quality data. Because of the complexity and uncertainty of the project, the quality of data acquisition, processing and judgment is often complicated, and the quality of the project is often judged wrong. This requires a more scientific, more reliable approach to quality control in the project, minimizing the error of judgment.

5. Phase of quality control. The project needs to go through different stages, and the contents and results are different at each stage. Therefore, the quality control contents and control points are different at each stage.

3. The Step and Factor Analysis of the Quality Control of Enterprise Training Project

3.1 The Steps of Quality Control of Enterprise Training Projects

An important way to ensure and improve the quality of the project is to effectively control the quality of the project with control, that is, the effective realization of the project quality objectives, and to ensure that the project along the right track to this goal to take a certain method and measures. This kind of control project has an infinite loop of nature, which typically goes through the following basic steps: (1) selecting the control object; (2) to set standards or targets for control objects; (3) to formulate and implement plans for the implementation; (4) execution of the plan; (5) tracking observation and inspection; (6) finding and analyzing deviations; (7) taking corresponding countermeasures according to the deviation.
3.2 Factor Analysis of Quality Control of Enterprise Training Project

**Training plan.** Training plan is on the basis of training needs analysis, according to the students' cultural, technical status, responsibility, and the requirements of technical standard, scientific design training target, training content, select teaching materials, selecting training teachers, training methods and training time is determined. Training plan is the prerequisite for improving the quality of training.

**Teacher quality.** Teacher quality including the ideological quality of teachers, psychological quality, cultural quality, professional quality, theoretical skills, skills, teaching methods, teaching art, teaching, and so on.

**Training methods.** The training method refers to the methods and measures adopted in the course of training to achieve the objective of training. It includes the method of teacher teaching and the method of learner and it is the method that the teacher guides the students to grasp the knowledge skill and the common activity. The training method is an important way to improve the quality of training.

**Training assessment.** Training assessment refers to the process after the end of the training process, the relevant departments through the examination and evaluation activities to measure and assess the trainees vocational skills and training quality of the process. Training assessment is an important factor affecting the quality of training.

**Training demand.** The training demand is exists in current, the reality condition and some kind ideal, between the expectation condition disparity. The demand aims the level may be individual, also may be the department or the entire enterprise's demand. The training demand may obtain through certain education training satisfies.

**Training management.** The essence of training management is through the control and incentive mechanism, effectively play the information, talent, financial, time and other elements of the effectiveness. Training management is the guarantee of training quality, training quality is the goal of training management.

4. Tool Selection for Quality Control of Enterprise Training Project

At present, the quality control already developed from the pure dependence examination way to the Total Quality Management (TQM)ISO9000 quality system management. Although the new management idea produces unceasingly, while very many methods are also long in the quality control application, only has been entrusted with the new connotation and practices. Specially the cause and effect chart, the flow chart, the histogram, the check list, the scatter diagram, the arrangement chart and the control chart this tradition seven kind of tools to use in generally the quality improvement and the quality control, on their surface looks like extremely universally, but extremely is actually effective in the improvement aspect. At the same time, along with project management theory maturity and imperfectness, project management experience accumulation and rich, as well as in the project management reality meets the question the complex degree and the difficulty unceasing enhancement, applies in the project quality control “newly” seven kind of inspection tools arise at the historic moment. They are the conjunction graph, the diagram
law, the arrow strip chart law, the PDPC law, the KJ law, the matrix diagram law, the matrix data analytic method. Regardless of is “old” seven kind of tools “new” seven kind of tools, does not have the clear boundary division, in the project management practice, should carry on these kind of tools the organic union that can obtain the good effect in the project quality control aspect. Through the practical application, in many quality control tools, the specific measurement and analysis tools suitable for the quality control of enterprise training project are mainly include the following aspects.

Control Charts. Distinguish and determine the fluctuations caused by anomalies or special causes of fluctuations and processes inherent fluctuations. Mainly used for: 1. Diagnosis: the assessment process is smooth; 2. Control: decide when a process needs to be adjusted and when to maintain the original state; 3. Confirm: to confirm the improvement of a process.

Histogram. The data distribution state is described by a series of rectangles of equal width and unequal height. Mainly used for: 1. Display the pattern of data fluctuations; 2. Intuitively convey the information about the process situation; 3. Decide where to focus on improvement.

Arrangement diagram. Arrange the frequency from high to low. It is mainly used to: 1. Show the effect of each item on the overall effect in order of importance.

The relationship between the spreads. The study shows the relationship between the two sets of relevant data that appear in pairs. Mainly used to: 1. Identify and confirm the relevant data between the two groups to confirm the expected relationship between the two groups of data; 2. Arrange the opportunity to improve.

Hierarchical map. Group a large number of opinions, opinions or ideas on a subject.

Level comparison method. Compare with recognized leaders to identify gaps and identify opportunities for quality improvement.

Brainstorming. Guide the team members to creatively think, generate and clarify a large number of views, questions or issues that mainly used to identify possible problem solutions and potential improvement opportunities.

Causal map. Show the relationship between known results and potential causes. Mainly used for: 1. Analysis and expression of causality; 2. Through and identify symptoms, analyze the causes, find measures to promote the resolution of the problem.

Flow chart. Describe the steps of a process in the form of graphs. Mainly used to: 1. Describe the existing process; 2. Design a new process.

Tree diagram. It represents the relationship between a theme and its constituent elements.

5. Conclusion

The definition of control theory is: control refers to a certain subject, in order to ensure the change in the external conditions to achieve its objectives, in accordance with the plans and standards in advance, through a variety of ways to monitor the object with guide, correct the
behavior of the process. This paper presents the novel ideas of the methodologies. In the future, more related research will be finalized.

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**References**


