€ TRAINING

Quality Assurance and Control

2 - 6 December 2024
Rome (Italy)

Quality Assurance and Control

REF: A1197 DATE: 2 - 6 December 2024 Venue: Rome (Italy) - Fee: 5940 Euro

Introduction:

This interactive Quality Assurance & Control training course is designed to develop the delegates skills in quality assurance and control and give them the best practices they require to implement different types of quality programs, including Total Quality Management TQM, within their organization. Quality assurance and control are integral components of a quality management system that ensure that the product or service being delivered meets the customers expectations.

Quality assurance and control systems provide guidance on principles, methods, and best practices for organizations to strive for excellence in everything they do. Quality management is a leadership practice that has a positive impact on the entire work environment. Effective leaders build a solid foundation that allows them to develop truly committed employees with high morale and improved performance, providing employees with opportunities for participation, problem-solving, and teamwork, it creates a level of motivation within each employee.

Course Objectives:

At the end of this course the participants will be able to:

- Define the major benefits to the organization of Total Quality Management
- Understand the impact of leadership to support quality management systems
- Develop measuring and improvement processes for quality assurance and control
- Describe how TQM can be introduced into their workplace
- Identify useful quality improvement techniques for continual improvement
- Discuss the importance of quality standards, models, and awards ISO, TQM, Malcolm Baldrige, EFQM, etc.

Targeted Audience:

- Senior Management
- Quality Assurance and Quality Management Managers and Staff
- Department Managers
- Team Supervisors
- Human Resource Managers
- Training Managers
- Customer Service Professionals

Course Outlines:

Unit 1: Introduction to Quality Assurance and Control Improvement Techniques:

- Overview and Learning Objectives
- Quality Assurance and Control Principles
- The Concept of Total Quality Management
- The Origin and Philosophy behind Total Quality Management TQM
- Deming's Fourteen Points
- Understanding Six Sigma Methodology

- Lean Principles
- Obstacles to Implementing Total Quality Management TQM
- Traditional Management vs. Total Quality Management
- Introduction to Multiple Quality Improvement Techniques

Unit 2: Principles of Quality Assurance and Control:

- The Core Principles in Achieving Total Quality Management
- Prevention Not Correction
- Customer-focused Quality
- Establishing a Vision, Mission, and Policy
- Identifying Opportunities for Organizational Continuous Improvement
- Building Quality through Teamwork
- Team-building and Leadership Exercise
- Enhancing Verbal and Non-verbal Communication Effectiveness

Unit 3: Techniques for Quality Assurance and Control Improvement:

- Process Improvement
- Benchmarking: A Point of Reference
- The Baldrige National Quality Program BNQP: Criteria for Performance Excellence
- EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award
- Cause and Effect
- Pareto Chart
- Control Charts
- Practical Scenarios of Implementation of Improvement Ideas
- Methods that Stimulate Creative Thinking
- Measuring Results
- Cost of Quality

Unit 4: Implementing a Culture of Quality - The Role of Total Quality Management:

- Putting Principles into Practice
- Leadership: Taking Ownership of the Quality Leadership Philosophy
- Total Quality Management as a leadership principle
- Tips for Developing and Coaching Quality Leaders / Employees
- Implement a Business Strategy driven by your Customers
- Focusing on Continuous Improvement - The Role of Audit and Review
- Top-down Leadership Commitment and Involvement
- Barriers to TQM Organizational Culture Change

Unit 5: Benefits of Quality Assurance and Control Improvement - Improvement Activities for Your Organization:

- Benefits of Implementing Total Quality Management, "best practices"
- To the Customer - Improved Quality
- To the Employee - Increased Satisfaction
- To the Organization - Better Performance
- The Importance of Attitude and Professional Development
- Setting SMART Objectives for Continuous Improvement
- Outlining an Action Plan of Possible Improvement of Ideas for the Organisations

- Summary and Review