

Course	: Quality Management
Site	: TBD
Duration	: Half day baseline assessment visit 8 hours x 1 day Classroom training 3 x Half days consultancy visits + Measuring KPI

Delivery methods

- Self-discovery and critique
- Group exploration and facilitator led discussions
- Practical exercises
- Best practice theory exploration

Course Objectives

By the end of this training course, participants will be able to:

Importance of quality

- Understood definition of quality
- Understood tangible and intangible cost of bad quality
- Understood different types of quality
- Understood who is a "Customer" and know their requirements

Collecting and using data to improve quality

- Understood types of "Data"
- Understood on how to collect and analyze data
- Understood how to convert data into information

Managing quality

- Understood means of managing quality
- Understood difference between QA and QC
- Understood foundations for installing a QA culture
- Understood how QA is important?
- Understood different types of defects
- Understood how to handle defects

Target audience:

All staffs including management level

Training Outline

- **Matching quality to customer needs**
 - Understanding customers' needs
 - Analyzing the business ability for quality

- **Developing a quality assurance culture**
 - Benefits of quality assurance culture
 - How to support a quality assurance culture
 - Worker and manager responsibilities

- **Setting Quality goals and KPIS**

- **Quality Control**
 - What are defects?
 - Preventing defects
 - How to identify defects
 - Measuring and classifying defects
 - How to collect defect data

- **Continuous Quality Improvement**
 - Solving quality problem
 - Quality Control Circles (QCC)
 - The PDCA (Plan-Do-Check-Act) cycle
 - Benchmark processes against top performers