Fundamentals of Quality Management

Dubai (UAE)

19 - 23 January 2025

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Fundamentals of Quality Management

Code: QM28 From: 19 - 23 January 2025 City: Dubai (UAE) Fees: 3900 Pound

Introduction

No business should be without top-flight quality management. Quality Management ensures that your customers always receive the product or service that meets or exceeds their expectations. It decreases time to market and so helps in promoting international trade and enhancing marketing.

Implementation of Quality Management in a product or service lifecycle will actually deal with the root cause of problems, by decreasing rework, and manpower usage, and increasing productivity, process improvement, providing better Customer Satisfaction, and thus retaining the customers in the existing competitive market.

Course Objectives

- Identify a wide range of quality management approaches and tools for participants.
- Determine which processes need to be managed to achieve consistent quality.
- Analyse ways in which quality processes are managed.
- Analyse root causes and solve quality problems.
- Assess their own quality management skills and plan to remedy any gaps.
- Cope effectively with any quality challenge, choosing appropriate tools and techniques.

Course Outlines

Day 1: Introducing Quality Management

- Introduction to the management of Quality.
- The history of Quality management.
- Basic Quality concepts.
- How to calculate the total cost of Quality and non-quality.
- Understanding customer needs and expectations.
- Identifying the systems that deliver customer requirements.
- Quality tools and techniques.
- Continuous Improvement.

Day 2: Service Quality - Tools And Techniques

- A simple formula for Effective Quality Management.
- Monitoring, measurement, and analysis.
- Statistical process control.
- A look at Quality Management Systems.
- Total Quality Management.
- ISO 9000.

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- Balanced Scorecard.
- Six Sigma.

Day 3: Finding and dealing with quality gaps

- Porter's value chain.
- How to plan an audit.
- How to audit a process.
- How to report an audit.
- Problem-solving methods.
- Pareto Analysis.
- Root cause analysis.
- Root cause exercise.
- Risk management.

Day 4: Managing Customer Expectations

- Establishing customer expectations.
- Communicating customer requirements to all.
- Determining how to exceed expectations.
- Developing a culture of constructive self-criticism.
- Building a winning team.
- Quality circles.
- Asking for feedback on performance.
- Ongoing evaluation of effectiveness to ensure satisfaction.

Day 5: Delegation, Leadership, and Total Quality

- Are you an effective quality leader: Self-Assessment.
- Different styles of quality leadership.
- Common quality management mistakes.
- Effective delegation.
- The delegation process.
- Planning for certification.
- Action Planning.
- Summary and close.

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