

## MBA in Quality Management

*Toronto (Canada)*

*7 - 11 April 2025*

UK Training

# PARTNER



## MBA in Quality Management

Code: QM28 From: 7 - 11 April 2025 City: Toronto (Canada) Fees: 4700 Pound

### Introduction

Quality management has evolved to become an internationally sought-after and rewarding career. The quality management body of knowledge is developed to cover areas of leadership, communication, strategy, and technical skills in quality and project management among many others. This course aims to develop the skills of participants and provide them with the tools and methodologies that will enable them to shift into this rewarding career. The course will showcase the most common tools and methodologies used by quality professionals. Moreover, the course will highlight some of the leadership traits that every quality professional should develop.

### Course Objectives of Quality Management MBA

- Explain the role and impact of leadership in supporting quality management systems.
- Describe the importance of quality in organizations and review various quality schools and teachings by quality gurus.
- Assess team dynamics and the role of teams in supporting continual improvement projects.
- Compare the most used quality philosophies and tools and use the most appropriate ones to establish priorities within their organization.
- Appraise the ethical commitment needed by quality professionals.

### Course Outline of Quality Management MBA

#### Day 1

##### Quality basics and definitions

- Quality evolution and concepts.
- Dimensions of product quality.
- Dimensions of service quality.
- Benefits of implementing a quality model.
- Total quality management & ISO9001.
- The seven quality secrets.

##### Leadership and management in quality

- Traits of a true quality leader.

A graphic of a chessboard with several chess pieces, including a king, a pawn, and a knight, set against a background of concentric circles.

UK Training  
**PARTNER**

- Role of leadership in supporting quality management systems.
- Building teams in a quality management system.

## Day 2

### Quality basics and definitions 2

- Deming's fourteen points.
- Juran's quality trilogy.
- Crosby's zero-defect mindset.
- Six Sigma methodology.
- Lean principles, 5S and Poka Yoke.

## Day 3

### Improvement tools and techniques

- Which tool to use.
- Brainstorming.
- The seven classic quality tools
  - Check sheet.
  - Pareto chart.
  - Cause and effect diagram.
  - Histogram.
  - Scatter diagram.
  - Control charts.
  - Flow charts.
- Process mapping and process management.
- Process auditing [Turtle Diagram].
- Failure Mode and Effects Analysis FMEA.

## Day 4

### Strategic quality management and strategic thinking

- The core principles of strategic quality management.
- Linking goals, strategies, action plans, and budgets.
- Evaluation of strategic management.
- The strategic planning and control process.
- Barriers to strategic implementation.
- The building blocks of strategic planning.

## Day 5

### Measuring quality management strategy achievement

- Approaches to control the quality.
- Using Key Result Areas KRAs.

UK Training  
**PARTNER**



- Examples of quality KPIs.
- Types of Measures.
- Quality Dashboard.
- The balanced scorecard for the quality department.

## Blackbird Training Cities

### Europe



Copenhagen (Denmark)



Sarajevo (Bosnia and Herzegovina)



Málaga (Spain)



Cascais (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Los Angeles (USA)



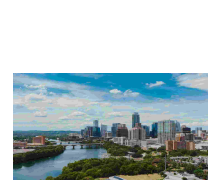
Florida (USA)



Online



Phoenix (USA)



Texas (USA)



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)

### USA & Canada

UK Training  
**PARTNER**

## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Singapore (Singapore)  
(Kuwait)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Jakarta (Indonesia)

### Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



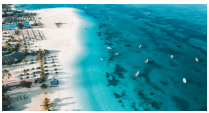
Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

