

## Effective Quality Assurance & Control

*Kuala Lumpur (Malaysia)*

*14 - 18 April 2025*

UK Training

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## Effective Quality Assurance & Control

Code: QM28 From: 14 - 18 April 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

### Introduction

This course is designed to enable QA/QC personnel to acquire the essential knowledge and skills in order to establish an effective QMS or interested in developing and advancing their career on the subject.

### Course Objective of Effective Quality Assurance & Control

- Understand the basic roles and responsibilities of a Quality Control/ Quality Assurance functions
- Understand the basic concept of "quality" and how it fits into an organization's products, services, and strategies
- Define the differences between Quality Control and Quality Assurance
- Adopt quality methodologies that have been used in the relevant industry
- Overcoming quality-related challenges
- Acquire the methodologies to detect, collecting data/ information, recording and reporting anomalies
- Equip oneself with essential measuring and monitoring quality tools
- Evaluate the quality level statistically

### Course Outline of Effective Quality Assurance & Control

#### Day 1

##### Quality Control & Quality Assurance

- Introduction Quality Control & Quality Assurance
- Being Best in Class
- Understanding The Needs of Quality Management System
- Understanding Customers' Needs and Expectations?

##### Managing Quality Effectively

- Understanding The Juran's Trilogy for Effective Quality Planning, Implementation, Control, and Improvement
- Identifying the Challenges Relating To the 3 Components I.E. Planning, Control, and Improvement
- Understanding What Is Quality Assurance
- Quality Assurance is Everyone Responsibility

#### Day 2

A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The background features a grid of squares and concentric circles emanating from behind the king piece.

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### Cost Of Quality

- Understanding The Cost Of Quality
- Understanding Being Effective and Efficient
- Eliminating The 7 Wastes
- Applying The COQ Applications for Quality Assurance

### Day 3

#### Quality Management System for Effective QA Management

- Understanding the Process Model for Effective QA
- Understanding the Context of the Organization & QMS
- Demonstrating the Leadership
- Risk Management for Effective Prevention
- Effective Resources Management
- Effective Operations Planning and Control
- Monitoring, Measurement, Analysis, and Evaluation
- Remedial, Corrective and Preventive Improvement
- Case Study: Risk-Based Approach to Effective QA

### Day 4

#### Effective Quality Assurance and Quality Control Management

- Understanding The Needs and Expectations Of Non-Conformance And Follow-Up Action
- Effective Way for Correcting a Non-Conforming Product and/ or Process
- Implementing Controls for Better Process Management
- Understanding the Difference between Corrective and Preventive Action

### Day 5

#### Effective Quality Management System Improvement for Excellent Business Management System

- Understanding the Needs for Continual and Continuous Improvement as a Business Catalyst
- Establishing Kaizen as Platform for Improvement
- Determining the Essential Tools and Methods for Effective QA/QC
- Delivering the Buy-In to Addressing the People Issues



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