BLACKBIRD FOR TRAINING

Effective Quality Assurance & Control

30 August – 3 September 2027
Cape Town (South Africa)



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Introduction

Welcome to the Quality Assurance QA and Quality Control QC Training Course. This course is designed to equip QA/QC professionals with essential knowledge and practical skills needed to establish and enhance an effective Quality Management System QMS. Whether you are looking to advance your career in quality assurance or are interested in mastering the core principles of quality assurance and control, this course will provide you with the insights and methodologies needed to excel in quality management. By understanding the difference between quality assurance and quality control, you will be able to manage, monitor, and improve the quality of products, services, and processes effectively within your organization.

Course Objectives

By the end of this training, participants will:

- Understand the basic roles and responsibilities of Quality Control QC and Quality Assurance QA functions.
- Define and differentiate between Quality Control and Quality Assurance, understanding the key principles of quality control and quality assurance.
- Grasp the meaning of quality assurance and explore the significance of QA assurance in various industries.
- Learn to adopt established quality assurance methodologies and tools, including risk management and process management.
- Acquire the skills to detect, record, report, and analyze anomalies to maintain effective quality management.
- Evaluate quality levels statistically and implement corrective and preventive actions.
- Understand the importance of continual improvement in QA/QC and how it serves as a business catalyst for organizational growth.



Course Outlines

Day 1: Introduction to Quality Control & Quality Assurance

- What is quality assurance? Understand the core principles of QA and QC.
- Difference between quality assurance and quality control: Clarify the distinction and how each functions in an organization.
- Effective quality assurance: Techniques for being the best in class and understanding customer needs.
- Juran's Trilogy: Learn how to effectively plan, implement, control, and improve quality.
- Quality Assurance is everyone's responsibility within an organization.

Day 2: Cost of Quality

- Understanding the cost of quality: Discover the various costs associated with poor quality and how to manage them.
- Learn the importance of being effective and efficient in quality management.
- Eliminating the 7 wastes: Apply techniques to minimize waste and improve overall efficiency in QA assurance.
- Practical applications of Cost of Quality COQ for Quality Assurance.

Day 3: Quality Management System for Effective QA Management

- Understand the Process Model for implementing an effective Quality Management System QMS.
- Learn to manage risk effectively for quality prevention and resource management.
- Operations planning and control: Strategies for monitoring, measuring, analyzing, and evaluating quality.
- Remedial, corrective, and preventive improvement: Learn how to take appropriate actions to address non-conformances.
- Case Study: Apply a risk-based approach to managing QA effectively.

Day 4: Effective Quality Assurance and Quality Control Management

- Addressing non-conformance and how to manage follow-up actions effectively.
- Implementing controls for better process management and how to differentiate between corrective and preventive actions.
- Explore quality assurance and quality control tools used to detect and correct defects in products and services.



Day 5: Effective Quality Management System Improvement for Excellent Business Management

- Understanding the need for continual and continuous improvement as a key driver for business success.
- Kaizen: Establishing a platform for continuous improvement.
- Tools and methods for effective QA/QC implementation.
- Delivering the buy-in: How to engage your team to address quality challenges and improve quality outcomes.

Why Attend This Course: Wins & Losses!

- Gain a comprehensive understanding of QA and QC principles: You will be able to clearly differentiate between quality assurance and quality control and understand their roles in enhancing product and service quality.
- Learn how to implement an effective quality management system QMS and understand the methodologies used for monitoring, analyzing, and improving quality.
- Develop statistical evaluation skills to assess the quality level of products and services effectively, using tools such as root cause analysis and corrective and preventive actions.
- Acquire knowledge of the Cost of Quality and how to use it to make informed decisions on resource allocation, efficiency improvements, and eliminating waste.
- Learn how to foster a culture of quality assurance and quality control within your organization, ensuring that quality management is everyone's responsibility.

Conclusion

This Quality Assurance and Quality Control training course is your gateway to mastering the key principles and methodologies of QA/QC. Whether you're new to quality management or an experienced professional seeking to refine your skills, this course will provide you with the practical tools and techniques needed to build and maintain a robust Quality Management System QMS. By understanding the difference between quality assurance and quality control, adopting quality tools, and mastering continual improvement, you'll be equipped to drive quality excellence in your organization. Join us today to enhance your career and achieve higher standards of quality management.

Through this training, you'll gain the ability to effectively manage, measure, and improve quality assurance processes, while minimizing risks and ensuring customer satisfaction. Let's take your QA/QC expertise to the next level and make a lasting impact on your organization's success.

