BLACKBIRD FOR TRAINING

Quality and Control Management Training: 1-Week Intensive

29 March – 2 April 2027
Kuala Lumpur (Malaysia)



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Ref: 3255562_345025 **Date:** 29 March – 2 April 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 GBP

Introduction

Quality is no longer a support function—it is a strategic driver of performance, efficiency, and customer satisfaction. Organizations that excel in quality management consistently deliver better products, stronger services, and more reliable processes.

This intensive one-week course provides a practical and in-depth exploration of quality and control management principles and practices, equipping participants with the tools needed to improve organizational processes, products, and services. The program covers quality assurance, quality control, statistical process control SPC, and continuous improvement methodologies, with a strong focus on real-world application and measurable results.

Course Objectives

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

- Understand core quality management concepts and apply them effectively within their organizations.
- Design and implement robust quality assurance and quality control processes.
- Use statistical tools and SPC techniques to monitor performance and improve processes.
- Apply continuous improvement methodologies, including Six Sigma, Lean, Kaizen, and Total Quality Management TQM.
- Build and sustain a quality-focused organizational culture that supports long-term excellence.

Course Outlines

Day 1: Foundations of Quality Management

- Introduction to quality management principles and key terminology.
- Evolution of quality management practices and modern approaches.
- Overview of quality management systems and standards.
- Creating and sustaining a culture of quality within the organization.



Day 2: Quality Assurance Techniques

- Core principles of quality assurance and preventive quality planning.
- Process mapping and analysis for performance improvement.
- Risk assessment and risk management in quality systems.
- Document control and record-keeping best practices.

Day 3: Quality Control Methods

- Fundamentals of statistical process control SPC.
- Control charts and their practical applications.
- Acceptance sampling methods and decision criteria.
- Root cause analysis and structured problem-solving tools.

Day 4: Continuous Improvement Methodologies

- Introduction to Six Sigma and the DMAIC framework.
- Lean principles for waste reduction and efficiency improvement.
- Kaizen as a driver of continuous improvement culture.
- Integrating Total Quality Management TQM across the organization.

Day 5: Implementing Quality Management

- Developing an effective quality management strategy.
- Performance measurement, KPIs, and quality metrics.
- Supplier quality management and external quality control.
- Conducting quality audits and management reviews.

Why Attend This Course: Wins & Losses!

- The ability to design and implement effective quality management systems.
- Practical skills in using statistical tools and SPC for data-driven decision-making.
- Confidence to lead continuous improvement initiatives using Six Sigma, Lean, and Kaizen.
- Strategies to create a quality-driven culture that supports organizational excellence.

Conclusion

This course delivers more than quality knowledge—it provides a practical roadmap for building excellence into everyday operations. Participants will leave with proven tools, structured methodologies, and a clear understanding of how to embed quality into systems, processes, and organizational culture.

By mastering quality assurance, quality control, SPC, and continuous improvement, you will be equipped to drive sustainable performance, reduce risk, and elevate organizational standards. This program is not just a learning experience—it is a strategic investment in long-term quality leadership and operational success.

