

Achieving Zero Defects: Your Guide to Quality Management

Leadership Development



In-Class



16 hours



EGP 4,470

Course Description:

By the end of this course, learners will identify why quality management matters, confidently navigate its core elements, and clearly distinguish between quality assurance and control, as they will be equipped with powerful tools to drive efficiency and explain how a “Quality Management System” can transform consistency and customer satisfaction into real success.

Target Audience:

Managers with 6 to 10 years of experience.

Course Objectives:

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

- Discuss the Importance of quality management
- Identify the key components of quality management
- Differentiate between quality assurance and quality control
- Use various quality tools to be more effective
- Explain the ultimate aim of QMS

Course Outline:

Module 1: Introduction to Quality Management

- Organization and Quality
- QMS and Business
- Definitions of Quality
- Quality Myths
- Quality and Common Sense
- Competition and Quality
- Scope and Content of a QMS
- What is Process
- Where Does Quality Begin
- Design Quality
- Prototyping
- Background Rationale

Module 2: Components of a Quality Management

- Quality Policy
- Procedures
- Specifications
- Records
- People
- Ownership of the QMS

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Module 3: Quality Assurance & Quality Control

- The Definition of Quality Assurance
- Quality Assurance Process
- What is Quality Control

Module 4: Quality Tools

- Total Quality Management
- Quality Audits
- Quality Circles
- Problem Solving – Roadmap
- Problem Solving Techniques

Module 5: Quality Management Goals

- Zero Defect
- Customer Satisfaction
- Consistency and Reliability
- Regulatory Compliance
- Waste Reduction and Efficiency

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

1.4 CEUs

Course Language:

English

Prerequisites:

Intermediate level of English language proficiency