364-P25-CE

In-Class

18 hours

Course Description:
This course is designed to address the deployment of quality management principles for the excellence of operations activities. Observance of Quality Management System (QMS) in carrying out operations activities will lead to increasing and continually developing the operations staff performance and their fundamental skills.

Target Audience:
The course targets candidates who work in operations division and quality management departments.

Course Objectives
- Identify operations activities
- Understand quality management principles for operations activities
- Establish a QMS (Quality Management System) for operations activities
- Evaluate operations and risk management

Course Outline

Module 1: Positioning of Operations Activities
- Centralization of concepts and objectives.
- Operations activities organization chart.
- Operations between front and back office.
- Operations division department by department.
- Listing of operations activities.

Module 2: Operations Management
- Formation of job descriptions template for cash and none cash activities
- Ideal staffing and operations time units (OUT)
- Operation's dash boards and indicators

Module 3: Quality Management System Aspects
- Quality management world
- Quality management concepts

- Deming Cycle "PDAC"
- Key indicators:
  - Key Performance Indicator
  - Key Quality Indicator
  - Key Risk Indicator
- Quality documents and procedures
- ISO families and QMS

Module 4: Operations and Risk Management
- Definition of operations risk
- Identifying risk within operations activities
- Operation risk management

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

Upon Successful Completion of this Course, participants will obtain:
1 CEUs.

Course Language:
English.

Prerequisites:
Intermediate level of English Language.