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# Essentials of Quality Assurance

## INTRODUCTION

- Many organizations have adopted structured approaches to managing their operations through various different standards and techniques in order to manage quality assurance. This interactive Essentials of Quality Assurance training seminar will develop delegates' skills in and knowledge of quality assurance and provide them with best practices they will be able to use in improving quality assurance within their organization's including the new ISO9001.
- This training seminar will provide a background to the various concepts of managing quality in organizations and examine how the risks and opportunities can be successfully managed in organizations through the effective management of quality assurance.

## OBJECTIVES

By the end of this training seminar, delegates will be able to:

- Be aware of the history of quality assurance and standardization
- Understand the part of effective teamwork in contributing to overall quality assurance in their organization
- State different models and frameworks for quality assurance
- Recognize the importance of the customer in the quality management system
- Understand the latest international frameworks in management systems and discuss some of the benefits these can bring to organizations
- Appreciate methods for identifying and improving interaction in business processes

## TRAINING METHODOLOGY

- Participant will learn by active participation during the seminar through the use of case materials and exercises that will bring a practical understanding to the concepts of quality assurance and management. This will include the opportunity to relate the learning of the course to "real life" issues in their own organization and their experience as customers themselves.

## ORGANISATIONAL IMPACT

- Shared organizational vision for quality assurance and management
- Improved communication in the organization
- An enriched understanding of the importance of quality and customers to the organization
- Benefits of an effective quality management system
- Enhanced quality planning, assurance and control measures

## PERSONAL IMPACT

- Increased understanding of the importance of quality management in organizations
- Develop an understanding of how their role can assist the organization in developing an effective quality management system
- Expand understanding of how teamwork impacts upon the quality management system
- Develop team work skills
- Increase knowledge of various quality management frameworks and their application

## WHO SHOULD ATTEND?

- Department Managers
- Team Supervisors
- Human Resources Managers
- Finance Professionals who want to know more about quality assurance
- Finance Audit Professionals who want to understand more about management systems auditing

## Course Outline

### International Standardization and the Global and Organizational Benefits

- Brief History of International Standardisation
- Economic Benefits of Standardisation
- Organizational Benefits of Standardization
- Standards as a Mechanism for Controlling Organizational Risks
- A Teamwork Approach to Quality
- Teambuilding Exercise

### Introduction to Quality Assurance and Control

- An Introduction to Quality Assurance and Control
- A History of Quality Assurance
- Introduction to Models of Quality Assurance and Control
- Concepts of Total Quality Management
- Deming's Fourteen Points and other Approaches
- The Process Approach and ISO9001

### Process Approach to Managing Quality Assurance

- The ISO High Level Structure – Annex SL
- ISO9001 as a Framework for Managing Quality Assurance
- The Process Approach and the Organization as a Set of Inter-related Processes
- Risk and Opportunity in a Quality Management System

## Principles of Quality Assurance and Control

- Core Principles in Achieving Total Quality Management
- Prevention, Not Correction
- Customer Focused Quality
- Establishing Vision, Mission and Policy
- Opportunities for Organizational Continuous Improvement
- Building Quality through Teamwork

## Techniques for Quality Assurance and Control

- Process Improvement
- Benchmarking
- Baldrige National Quality Programme (BNQP): Criteria for Performance Excellence
- EFQM, Dubai Quality Award and HH Sheikh Khalifa Excellence Award
- Route Cause Analysis
- Objectives and KPI's

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