

GULF INSTITUTE



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Quality Assurance and Control

INTRODUCTION

- This interactive Quality Assurance & Control training course is designed to develop the delegates' skills in quality assurance and control and give them the best practices they require to implement different types of quality programmes, including Total Quality Management (TQM), within their organization. Quality assurance and control are integral components of a quality management system that ensure that the product or service being delivered meets the customer's expectations.
- Quality assurance and control systems provide guidance on principles, methods, and best practices for organizations to strive for excellence in everything they do. Quality management is a leadership practice that has a positive impact on the entire work environment. Effective leaders build a solid foundation that allows them to develop truly committed employees with high morale and improved performance, providing employees with opportunities for participation, problem solving, and teamwork, it creates a level of motivation within each employee.

This training seminar focuses upon the following themes:

- Quality Management as a fundamental business strategy
- Cultural Transformation for successful implementation of Quality Assurance and Control Best Practices
- Various Excellence Models
- The Impact of Team Dynamics on the Effectiveness of Organizational Improvement Projects
- The Importance of Leadership involvement in the Quality Management Process

OBJECTIVES

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

- Define the major benefits to the organization of Total Quality Management
- Understand the impact of leadership to support quality management systems
- Develop measuring and improvement processes for quality assurance and control
- Describe how TQM can be introduced into their work place
- Identify useful quality improvement techniques for continual improvement
- Discuss the importance of quality standards, models and awards (ISO, TQM, Malcolm Baldrige, EFQM etc.)

TRAINING METHODOLOGY

- This dynamic Quality Assurance & Control training course is highly-interactive and encourages delegate participation through a combination of lectures, group discussion, practical exercise, case studies, and breakout session designed to reinforce new skills. The comprehensive training course manual has been designed to be practical, easy to use and facilitate learning. Delegates will gain the skills and motivation they need to create long-lasting change.

ORGANISATIONAL IMPACT

There will be enhanced Organisational Performance as a result of:

- Improved Quality Assurance and Control Processes and techniques
- A shared organizational vision for promoting Total Quality Management
- Improved intra/interdepartmental communications effectiveness
- Improved Employee Morale and Cooperation
- Increased Profitability and Efficiency
- Enhanced Planning, Quality Assurance, and Quality Control Measures
- Improved Leadership and Team-building Skills

PERSONAL IMPACT

This training course will benefit the participants to gain an understanding of the quality management improvement techniques available and an appreciation of which ideas will be feasible in their organisations. In particular, individuals will gain:

- An increased appreciation for their role in helping their organisation achieve improved quality management, assurance, and control
- Up-to-date techniques and methods to help them provide Total Quality Management for continual improvement
- Enhanced leadership and team-building skills required to excel in their career
- Improved active listening and questioning skills to enhance communication effectiveness
- Increased problem solving and critical thinking skills
- An understanding of which business improvement techniques are applicable in given situations

WHO SHOULD ATTEND?

- This Quality Management Assurance & Control training course will significantly benefit the participants to influence and advise their organisation on business improvement, which will include those having the authority to implement new ideas or influence senior staff to adopt improvements:

This training course is a suitably wide range of professionals but will significantly benefit:

- Senior Management
- Quality Assurance and Quality Management Managers and Staff
- Department Managers
- Team Supervisors
- Human Resource Managers
- Training Managers
- Customer Service Professionals

Course Outline

Introduction to Quality Assurance and Control Improvement Techniques

- Overview and Learning Objectives
- Quality Assurance and Control Principles
- The Concept of Total Quality Management
- The Origin and Philosophy behind Total Quality Management (TQM)
- Deming's Fourteen Points
- Understanding Six Sigma Methodology
- Lean Principles
- Obstacles to Implementing Total Quality Management (TQM)
- Traditional Management vs. Total Quality Management
- Introduction to Multiple Quality Improvement Techniques

Principles of Quality Assurance and Control

- The Core Principles in Achieving Total Quality Management
- Prevention Not Correction
- Customer-focused Quality
- Establishing a Vision, Mission and Policy
- Identifying Opportunities for Organizational Continuous Improvement
- Building Quality through Teamwork
- Team-building and Leadership Exercise

Techniques for Quality Assurance and Control Improvement

- Process Improvement
- Benchmarking: A Point of Reference
- The Baldrige National Quality Program (BNQP): Criteria for Performance Excellence
- EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award
- Cause and Effect
- Pareto Chart
- Control Charts
- Practical Scenarios of Implementation of Improvement Ideas
- Methods that Stimulate Creative Thinking
- Measuring Results
- Cost of Quality

Implementing a Culture of Quality – The Role of Total Quality Management

- Putting Principles into Practice
- Leadership: Taking Ownership of the Quality Leadership Philosophy
- Total Quality Management as leadership principle
- Tips for Developing and Coaching Quality Leaders / Employees
- Implement a Business Strategy driven by your Customers

Benefits of Quality Assurance and Control Improvement – Improvement Activities for Your Organization

- Benefits of Implementing Total Quality Management, "best practices"
- To the Customer – Improved Quality
- To the Employee – Increased Satisfaction
- To the Organization – Better Performance
- The Importance of Attitude and Professional Development
- Setting SMART Objectives for Continuous Improvement
- Outlining an Action Plan of Possible Improvement of Ideas for the Organisations
- Summary and Review

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