

Quality Management training - 1 day

Quality is of paramount importance to the success of all organisations.

This Quality Management course is designed for all those who have a responsibility for maintaining and improving quality. The focus is on the practical application of the underlying principles of quality – how to define it, how to measure it and how to continuously improve.

Quality Management Training Course Objectives:-

At the end of the course participants will be able to:

- State 3 working definitions of quality
- Describe how to set standards to define quality
- Specify a process and how to control it
- List 3 practical means of measuring quality
- Discuss the concept and application of quality assurance

Quality Management Training Course Content

Defining quality:

- What we mean by quality
- Range of definitions
- The concept of quality
- Quality of design and of conformance
- Quality v price

Assuring quality

- Control v. assurance
- Building quality in
- Quality frameworks
- Human aspects – how to involve and motivate staff

Defining standards – building quality in

- Specifying standards of quality
- Internal and external specifications
- Communicating standards

Improving quality

- Quality improvement cycle
- 'virtuous circle'
- self assessment
- audit
- use of data and performance reports
- Human aspects – how to involve and motivate staff

Measuring quality –checking quality out

- The need to measure
- Simple process
- Feedback control loop
- Controlling the process
- Benchmarks