

Fundamentals of Quality Management

Course Outline

Day 1 : Introduction to Quality Management

- Basics of quality management
- Principles of quality management
- Measuring overall cost of “Quality” and “Non-Quality”
- Understanding customer demands
- Methods and tools for maintaining quality

Day 2 : Methods of Quality Service

- Easy proposed method for a successful quality management
- Measuring and analyzing methods
- Statistics procedure control
- Concept of “Six sigma rule and balanced scorecard”
- Systems of quality management
- Understanding the ISO9000

Day 3 : Finding the Gaps in Quality

- Concept of “Porter’s value chain” and it’s importance
- Auditing and preparation of audit reports
- Understanding the concept of “Root cause exercise” and “Root cause analysis”
- Concept of “Pareto” analysis and its importance
- Risk management and methods for problem solving

Day 4 : Handling Customer Expectations

- Understanding the client demands
- Tips on how to exceed customer expectations
- Creating a successful team
- Importance of getting/requesting feedbacks
- Customer satisfaction
- Self-criticizing methodology

Day 5 : Effective Quality Leader

- Qualities of an effective quality leader
- Self-evaluation and its importance
- Common mistakes in quality management and how to overcome
- Understanding the delegation method
- How to plan for certification, the steps
- Review of the course and “Question and Answer session”