

DAY 1

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

DAY 2

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

DAY 3

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

DAY 4

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

DAY 5

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
- Root Cause Analysis
- Objectives and KPI's
- Measuring Results – *The Cost of Quality*