

## Module 1: Essentials of Quality Assurance

### **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*

### Module 2: Quality Assurance in Practice

## DAY 6

### *Designing and Implementing ISO9001*

- The PDCA Approach
- Risk Based Thinking
- The Organization and Context
- Needs and Expectation of Interested Parties
- Significance of Effective Leadership Roles
- Role and Responsibilities of Leaders in ISO9001
- Culture of Quality – The Role of TQM

## DAY 7

### *Planning and Operating a Quality Management System*

- Establishing Policies
- Planning for a Quality Management System
- Assessing Risk and Opportunity within a Quality Management System
- Supporting Your System – *resources, competence*
- Operations, Planning and Control

## DAY 8

### *Audit as a Management Tool*

- Management Systems Auditing
- The Face of a Systems Auditor
- Requirements of ISO19011 – *guidelines for auditing management systems*
- Types of Systems Audits
- Planning Audits
- Audit as Part of Performance Monitoring and Organizational Improvement

## DAY 9

### *Audit in Practice*

- Developing a Programme of Audits
- Planning an Audit
- Opening Meetings
- Audit Questions and Use of Check Lists
- Conducting the Audit
- Role Play Exercise

## DAY 10

### *Document Management in Your Quality Management System*

- Building a Document Control System
- Document Life Cycles
- Consistency in Document Appearance, Notation and Circulation
- Maintaining the Integrity of Document Controls
- Availability of Documents to Interested Parties