

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
- Route 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