KOENIG SOLUTIONS · COURSE OUTLINE

QA Essentials: TQM, ISO 9001 & Deming's 14 Points

5 Days	5	29
DURATION	MODULES	TOPICS

LEARNING OBJECTIVES

- Explain the history and benefits of international standardisation
- Describe how standards control organisational risk and support teamwork
- Identify core concepts of TQM and Deming's Fourteen Points
- Explain the process approach and its relationship to ISO 9001
- Apply the ISO High Level Structure to a quality management system
- Assess risk and opportunity within a quality management system
- Apply principles such as prevention, customer focus and improvement
- Evaluate techniques such as benchmarking, root cause analysis and KPIs

COURSE SYLLABUS

5 Modules, 29 Topics

DAY 1

01

International Standardization and the Global and Organizational Benefits

TOPICS

- 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

02

Introduction to Quality Assurance and Control

TOPICS

- 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

03

Process Approach to Managing Quality Assurance

TOPICS

- 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

04

Principles of Quality Assurance and Control

TOPICS

- 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

05

Techniques for Quality Assurance and Control

TOPICS

- Process Improvement
- Benchmarking
- **Baldridge 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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com | info@koenig-solutions.com