

# **Certified Quality Management Professional Course**

#### **Venue Information**

Venue: London UK

Place:

**Start Date:** 2025-10-27 **End Date:** 2025-10-31

#### **Course Details**

Net Fee: £4750.00

**Duration:** 1 Week

Category ID: QAPC

Course Code: QAPC-7

## **Syllabus**

# **Course Syllabus**

#### Introduction

#### This program is designed for:

Individuals, leaders, supervisors and all those who are engaged in quality management implementation and improvement of organizational performance.

#### **Objectives**

- Describe the importance of quality in organizations.
- Explain the impact of leadership to support quality management systems.
- Summarize the most used quality philosophies and tools to establish priorities within their organization.

www.skilllinx.co.uk Page 1 of 3

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#### Leadership and Management in Quality

- Definitions
- Process-Based View
- Productivity Limitations
- The MUDA Factor
- Eight Types of Waste
- · Cost of Poor Quality

#### **Quality Basics and Definitions**

- Definition and Concept of Quality
- · History of Quality
- Benefits of Implementing a Quality Model
- Review of Common Quality Models
- Review of Quality Gurus
- Quality Philosophies
- Deming's 14 Points
- Juran's Trilogy
- Crosby's Zero Defects
- House of Quality and Quality Function Deployment (QFD)
- Six Sigma Methodology
- Lean Principles
- Quality Models, Awards and Methodologies
- Malcolm Baldrige National Quality Award and EFQM
- Dubai Quality Award
- HH Sheikh Khalifa Excellence Award
- ISO9001:2008
- Total Quality Management

### Building Teams in a Quality Management System

- Why are Teams Important in Quality Management Projects?
- Barriers to Teams Achievement
- · Characteristics of Effective Teams
- Team Development Cycle
- Team Members Selection Tools

#### Improvement Tools and Techniques

- Streamlining the Organization
- The "ESSA" Method
- Savings in Material Costs
- Reducing the Costs of Services

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• American Society for Quality Code of Ethics

www.skilllinx.co.uk Page 3 of 3