

# Certified Quality Management Professional Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2025-12-08

**End Date:** 2025-12-12

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** QAPC

**Course Code:** QAPC-7

## Syllabus

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### 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.

Contents

## **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

- American Society for Quality Code of Ethics