

Quality Management

Quality is a crucial parameter which differentiates an organization from its competitors. Quality management ensures that changes in the systems and processes will eventually result in superior quality products and services. This quality management course will help the participants understand the fundamentals of Quality management. They will learn to achieve maximum customer satisfaction at the lowest overall cost by focusing on delivering a quality product or service by improving processes and setting up a world-class quality management system. challenges when doing business in a multi-cultural environment.

Course Outline

- Introduction
- Where Does Quality Begin?
- Components Of QMS
- Documentation
- Quality Control & Tools
- Quality Assurance

Who Should Attend

High level staff such as:

- Consultants
- Management representatives
- Quality managers

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Course Duration

The standard duration of this course is 12 contact hours.

Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand the importance of quality management
- Identify the key components of a quality management system
- Describe the factors that cause quality management systems to fail
- Understand the different ways that an employee can affect quality
- Use the material presented to develop a quality-centered approach
- Identify the role of the quality management system and the interdependencies within the organization required to make it function

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

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