

QUALITY MANAGEMENT

Non-credit bearing

Quality Management is critical in all organisations to maintain standards and meet customer requirements. This course focuses on setting and measuring quality standards to ensure the right product is delivered within the parameters of cost and time.

The course also recognises and explores the importance of a quality culture of continuous improvement. It highlights the key attitudes and behaviours necessary for sustained quality in all activities. The core components of a Lean culture are presented and discussed in detail. Root cause analysis tools and approaches provide the basis for effective identification of quality issues to drive a culture of continuous improvement through daily incremental changes. ISO 9001:2015 certification requirements and preparation are further explored as a framework for ensuring world-class quality levels that are robust and comprehensive.

WHO SHOULD ATTEND

- Operations and administrative staff at all levels
- Managers responsible for quality management and control in small or medium enterprises
- Business owners who recognise quality management as an integral component of their product and service delivery
- Project managers and team members

HOW YOU WILL BENEFIT

- Understand and explain the need for consistent processes and standards to achieve quality deliverables
- Determine actions and processes in support of the development of quality deliverables
- Understand how a continuous improvement culture underpins any robust approach to quality
- Report on variances and recommend ways to eliminate causes of unsatisfactory performance of products and/or process
- Communicating results effectively and appropriately to relevant stakeholders
- Understand the requirements of ISO9001:2015 certification within the broader context of continuous improvement.

WHAT WILL BE COVERED

- Determining processes and standards to deliver quality outputs
- Setting quality objectives and standards
- The PDCA cycle for continuous improvement
- Quality Control and Quality Assurance processes
- Total Quality Management (TQM) and continuous improvement concepts, including Lean and 6 Sigma
- What is a Lean culture and how does it promote and sustain quality initiatives in the business?
- Attitudes and behaviours necessary to develop a continuous improvement culture
- The centrality of employees to sustaining world-class quality approaches
- Test methodologies, root cause analysis and corrective action
- Analysing, interpreting and presenting test results in different formats according to context
- A practical overview of ISO 9001:2015 certification prerequisites, processes and implementation

Two-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinessstraining.co.za

TABLE OF CONTENTS

<p align="center">Module 1:</p> <p align="center">The need for consistent processes and standards to achieve quality</p>	<p align="center">Module 2:</p> <p align="center">Developing a quality-focused culture of Continuous Improvement</p>
<ul style="list-style-type: none"> • What is quality in a modern business environment? • The Shewhart PDCA cycle • Identify and explain quality stakeholders, objectives, levels and standards • Explain the purpose of quality assurance and control as TQM in your business and give examples • Explain the processes required to assure and control quality in your business, with examples, following organisational standards and practices or recognised industry practice • Give reasons for consistent practice and give examples 	<ul style="list-style-type: none"> • Beliefs and Values that underpin a Culture of Quality • Establishing a culture of Continuous Improvement • Lean vs Six Sigma approaches • Lessons from LEAN methodologies • It is all about your people • The role of 5S as the foundation of continuous improvement in the business
<p align="center">Module 3:</p> <p align="center">Actions supporting the development of Quality Services</p>	<p align="center">Module 4:</p> <p align="center">ISO 9001: 2015 in the Workplace</p>
<ul style="list-style-type: none"> • Identify deviations, non-conformances and exceptions through testing using a test plan and record them in the required format • Maintain records of deviations, non-conformances and exceptions in an accurate and complete manner • Conduct basic analysis of test results following an agreed test plan • Communicate test results per agreed procedures • The fundamentals of Root Cause Analysis and corrective actions 	<ul style="list-style-type: none"> • The purpose of ISO certification • What is ISO 9001:2015? • ISO 9001:2015 guidelines by section • Why is ISO 9001:2015 important and what are the benefits? • How to use the ISO Quality Management Principles and processes in your QMS • ISO 9001:2015 implementation and certification