

# QUALITY MANAGEMENT

**Building Excellence Through Standards, Systems, and Continuous Improvement**

**Non-Credit Bearing**

***“Quality is never an accident; it is always the result of intelligent effort.” – John Ruskin***

Poor quality costs time, trust, and money. Whether it's rework, customer dissatisfaction, or inconsistent outcomes, the consequences of unmanaged quality ripple across every level of a business.

That is why quality management is not a box-ticking exercise - it's a strategic advantage. Organisations that consistently meet standards, solve problems at the root, and cultivate a culture of continuous improvement don't just survive - they lead.

This two-day course provides practical tools and proven frameworks to embed quality into your daily operations. From developing standardised processes and using Lean principles, to preparing for ISO 9001:2015 certification, you will learn how to build systems that ensure consistency, reduce waste, and empower people.

Whether you're launching new initiatives or refining existing systems, this course offers the knowledge and confidence to drive measurable, lasting improvement.

## **WHO SHOULD ATTEND**

- Operational and administrative staff at all levels
- Team leaders and supervisors implementing quality practices
- Quality managers and co-ordinators in SMEs
- Project managers and cross-functional team members
- Business owners committed to consistent service excellence

## **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 processes
- Communicate results effectively and appropriately to relevant stakeholders
- Understand the requirements of ISO9001:2015 certification within the broader context of continuous improvement

*Two-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

*[sales@kznbtcc.co.za](mailto:sales@kznbtcc.co.za) / [www.kznbusinessstraining.co.za](http://www.kznbusinessstraining.co.za)*

## **WHAT WILL BE COVERED**

### **Consistent processes and standards to achieve quality**

- What quality means in the modern business environment
- Applying the Shewhart Cycle (Plan–Do–Check–Act)
- Identifying quality stakeholders, objectives, levels, and standards
- Implementing metrics to support quality improvement
- Quality assurance and control in context
- Integrating Total Quality Management (TQM) and quality circles
- The role of statistical process control
- Team management strategies that support quality
- The value of consistency and examples of good practice

### **Developing a quality-focused culture**

- How workplace values shape decision-making and drive accountability
- Establishing a culture of continuous improvement
- Building a Lean culture: benefits, behaviours, and barriers
- The 5S methodology as the foundation of workplace efficiency
- Practical steps to implement and sustain 5S
- Introduction to Kaizen events for targeted improvement

### **Actions supporting the development of quality services**

- Designing technical work procedures to ensure safety and quality
- Conducting and documenting operational tests
- Tools and methods to ensure quality objectives are met
- Gathering and presenting test data in usable formats
- Effective quality communication within teams and departments

### **A practical overview of ISO 9001:2015 in the workplace**

- Understanding ISO 9001:2015 - structure, purpose, and benefits
- The requirements of a compliant Quality Management System (QMS)
- Using ISO's Quality Management Principles to strengthen your systems
- Preparing for ISO certification: steps, processes, and practicalities
- Assessing whether ISO 9001:2015 is right for your organisation

*Two-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

*[sales@kznbtcc.co.za](mailto:sales@kznbtcc.co.za) / [www.kznbusinessstraining.co.za](http://www.kznbusinessstraining.co.za)*