

QUALITY MANAGEMENT ESSENTIALS

Your Quality Toolkit

Non-Credit Bearing

“Embedding Quality for Consistency, Continuous Improvement, and Business Success”

Quality management is the backbone of any successful organisation. Without it, inefficiencies creep in, customer trust erodes, and businesses struggle to maintain consistency. Strong quality practices ensure that processes run smoothly, products and services meet expectations, and teams work with clarity and purpose.

We equip you with the right tools to drive continuous improvement, eliminate waste, and embed a culture of excellence. By mastering Lean principles, Total Quality Management (TQM), and Root Cause Analysis, you'll gain the skills to proactively identify and address quality issues - leading to greater efficiency, cost savings, and a reputation for reliability. Whether you're an employee, manager, or business owner, understanding quality isn't just a skill - it's a strategic advantage.

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 integral to product and service delivery
- Project managers and team members involved in process improvement

HOW YOU WILL BENEFIT

- Understand the importance of consistent processes and standards in achieving quality deliverables
- Identify and implement quality control and assurance measures
- Develop a continuous improvement mindset as part of a robust quality culture
- Use root cause analysis tools to identify and address variances
- Apply Lean Principles to improve efficiency and reduce waste
- Communicate quality results and findings effectively to stakeholders

One-day course 08:30 - 16:00

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WHAT WILL BE COVERED

Consistent processes and standards to achieve quality

- Understanding consistent processes and standards
- The Shewhart Cycle (PDCA) and its role in quality improvement
- Identifying and analysing quality stakeholders, objectives, levels, and standards
- Implementing a system of metrics for tracking and improving quality
- Understanding Total Quality Management (TQM) and its integration into business operations
- The role of quality circles, statistical process control, and team management
- The importance of consistent practices in maintaining quality

Developing a quality-focused culture

- Workplace values and their impact on quality and decision-making
- Creating a Lean culture for continuous improvement
- Overcoming behavioural challenges in adopting Lean methodologies
- Understanding and implementing 5S practices for workplace efficiency
- Kaizen events and their role in fostering sustained quality improvement

Actions supporting the development of quality services

- Technical work procedures to ensure a safe and quality-driven work environment
- Conducting tests, analysing results, and ensuring quality objectives are met
- Using quality control tools and techniques to measure and maintain standards
- Applying root cause analysis and problem-solving techniques
- Understanding and using visual quality management tools, including:
 - Check Sheets
 - Pareto Charts
 - Flowcharts
 - Histograms
 - Scatter Plot Diagrams
 - Control Charts
 - Cause and Effect Diagrams