MERCURY

Certified Specialist in Quality Management Systems (QMS) Course

21 – 25 June 2027
Zanzibar (Tanzania)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Ref: 9468_1061181 **Date:** 21 – 25 June 2027 **Location:** Zanzibar (Tanzania) **Fees:** 5300 Euro

Introduction:

Quality management has evolved into a career sought by many around the world. Knowledge Management for Quality Management has evolved to cover leadership, communication, strategy, technical skills in quality, project management, and many other competencies. This QMS quality management systems course aims to develop these skills and provide participants with tools and methodologies.

This unique QMS quality management systems course will highlight the tools and methodologies most commonly used by quality specialists. It will also highlight some leadership qualities that all quality specialists must demonstrate.

Participants in this QMS quality management systems course will also present the team development skills that the quality team must undergo. The ultimate goal of this unique course is to use a combination of skills and different applications.

In this QMS certificate training, we delve into the significance of obtaining the ISO 9001 QMS certification. Participants will understand what a QMS certification entails and how it can contribute to their quality management system specialist role. We will explore the QMS certification process and the value it brings to individuals and organizations.

Targeted Groups:

Individuals, Leaders, Supervisors, Managers, and All those involved in implementing quality management and improving institutional performance are involved.

Course Objectives:

At the end of this QMS quality management systems course, the participants will be able to:

- Explain the role and impact of leadership on supporting quality management systems.
- Describe the importance of quality in institutions and research in different quality institutes and principles launched by quality leaders.
- Evaluate team dynamics and the role of teams in supporting ongoing improvement projects.
- Evaluate the ethical obligation that quality professionals must have.

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Targeted Competencies:

By the end of this QMS quality management systems training, the participant's competencies will be able to:

- Quality Management.
- Quality control and assurance.
- Use quality tools.
- Leadership.
- Team management.
- Understand the ethical principles in the quality profession.
- Application of quality methodologies.

Understanding Benefits and Types of QMS Quality Management Systems Training:

This comprehensive QMS training for employees ensures that quality principles are integrated throughout the organization, bolstering its competitiveness and efficiency. Exploring the benefits of quality management systems is essential for understanding why organizations invest in ISO 9001-certified quality management systems.

In this segment, participants will learn about various models and definitions of quality management systems, including IT quality management systems, construction quality management systems, and enterprise quality management systems. They will also discover the practical advantages of implementing and setting up quality management systems, such as process improvement, customer satisfaction, and competitive advantage.

A thorough understanding of the different quality management systems adds depth to a specialist's expertise. Here, the various types and attributes of quality management systems will be discussed, providing insight into their flexibility and adaptability to different industries.

This QMS quality management systems course includes the ISO 9000:2015 standards and how these types differ in structure, objectives, and application. Knowledge in this area equips participants to select and implement the most suitable quality system for their organization's needs.

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Course Content:

Unit 1: Leadership and Quality Management:

- Definitions, similarities, and differences.
- Can leadership be taught and developed?
- The qualities of a natural quality leader.
- The role of leadership in supporting quality management systems.
- Situational leadership in quality.

Unit 2: Quality and Definitions Basics:

- Definition and concept of quality.
- History of quality.
- Benefits of implementing a quality model.
- Quality management systems.
- ISO9001.
- Total Quality Management.
- The cost of using poor quality.
- Seven Success Secrets in Total Quality Management.
- Examples of national quality awards.
- Dubai Quality Award.
- Malcolm Baldrige National Quality Award EFQM.
- Quality Pioneers Review.
- Quality philosophies.
- Fourteen points.
- Quality Goran trilogy.
- The concept of zero defects for Crosby.
- Quality House, Publishing, and Distribution Quality Function QFD.
- Six Sigma Methodology.
- LEAN and 5S soft system principles.

Unit 3: Building Difference in Quality Management System:

- Why is team thinking critical in quality management projects?
- Barriers to the achievements of teams.
- Characteristics of effective teams.
- Team development course.
- Tools for selecting team members.

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Unit 4: Optimization Tools and Techniques:

- Any tool you use.
- Brainstorming.
- Seven classic quality tools.
- Verification Sheet.
- Pareto Chart.
- Cause and effect diagram.
- Graphs.
- Spread scheme.
- Control Charts.
- Flow maps.

Unit 5: Process Mapping and Management Processes:

- Management elements and planning tools.
- Operation Turtle Chart.
- Analysis of failure mode and impact analysis FMEA.

Unit 6: Ethical Principles in Quality Management:

- The 7 principles of ethics.
- American Society of Quality Conduct.