MERCURY

Mini MBA in Quality Management (Certified)

12 – 16 April 2027
Washington DC (USA)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Ref: 15152_1061977 **Date:** 12 – 16 April 2027 **Location:** Washington DC (USA) **Fees:** 8300 Euro

Introduction:

This mini MBA in quality management course is designed to develop the participants' quality assurance and control skills and teach them the best practices required to implement different types of quality programs, including Total Quality Management TQM, within their organization. Quality assurance and control are integral components of a quality management system that ensure that the product or service delivered meets customer expectations.

Quality assurance and control systems guide principles, methods, and best practices so that organizations strive for excellence in everything they do. Quality management is a leadership practice that positively impacts the entire work environment. Effective leaders build a solid foundation that allows them to develop truly committed employees with high morale and improved performance. By providing employees with opportunities for participation, problem-solving, and teamwork, they create a level of motivation within each employee.

Enhancing Quality Standards:

Enhanced involvement in quality management ensures that professionals with a quality management certificate or those pursuing an MBA in quality management bring substantial expertise and value to their organizations. Leaders and professionals in this field who embrace total quality management become vital catalysts for implementing and sustaining high-quality standards.

Targeted Groups:

- Senior Management.
- Quality Managers and Staff.
- Department Managers.
- Team Supervisors.
- Human Resource Managers.
- Training Managers.
- Engineers.

Course Objectives:

By the end of this quality management certification course, the participants will be able to:

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- Understand the impact of leadership on supporting quality management systems.
- Develop measuring and improvement processes for quality assurance and control.
- Describe how TQM can be introduced into their workplace.
- Identify useful quality improvement techniques for continual improvement.
- Grasp the application of risk-based thinking, leadership, and process management.
- Build stakeholder confidence by managing processes in line with the latest requirements.
- Gain the skills to plan, conduct, report, and follow up an audit according to the latest versions of ISO.

Targeted Competencies:

At the end of this quality management training certification, the participant's competencies will be able to:

- Develop the participant's skills in quality assurance and control.
- Up-to-date techniques and methods in TQM.
- Leadership and team-building skills required.
- Improved active listening and questioning skills to enhance communication effectiveness.
- Increased problem-solving and critical-thinking skills.
- Understanding continual improvement techniques and approaches such as Kaizen and Six Sigma.
- Adopt risk-based thinking.

Course Content:

Unit 1: Quality Concepts, Dimensions, and Principles:

- Welcome, Introduction, and Introduce course objectives.
- Mean and Dimensions of Quality.
- Quality Gurus.
- Q&A.
- Homework.

Unit 2: Quality Improvement:

- A quick review of the last session.
- Homework solution.
- Deming's Principles.
- Quality Improvement and Six Sigma.
- Cost of Quality.
- Q&A.
- Homework.

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Unit 3: Quality Control Tools, Standardization, and Indicators:

- A quick review of the last session.
- Homework solution.
- Brainstorm as a Tool for Improvement.
- Seven Quality Control Tools.
- American Customer Satisfaction Index ACSI.
- ISO International Organization for Standardization.
- Q&A.
- Homework.

Unit 4: QM System Analysis:

- A quick review of the last session.
- Homework solution.
- PESTLE Analysis Template and SWOT Analysis.
- Interested Parties.
- Process approach.
- Q&A.
- Homework.

Unit 5: QM Risk Management and ISO Mandatory Documents

- A quick review of the last session.
- Homework solution.
- Leadership and commitment.
- Risk Management.
- Quality Objectives.
- Change management.
- Externally provided processes, products, and services.
- Lists of mandatory and non-mandatory documents.
- Q&A.
- General review.