MERCURY

Certified Quality Management Professional (CQMP) Training Course

7 – 11 February 2027
Doha (Qatar)



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Ref: 15885_1067122 **Date:** 7 – 11 February 2027 **Location:** Doha (Qatar) **Fees:** 5500 Euro

Introduction:

The Certified Quality Management Professional CQMP training course equips individuals with the knowledge and skills to excel in quality management. It provides quality principles, tools, and techniques, focusing on improving organizational processes, increasing efficiency, and ensuring customer satisfaction. Participants will learn about quality control, quality assurance, process optimization, and continuous improvement, all of which are critical to success in any organization.

Whether participants want to enhance their career prospects or improve their company's quality standards, the Certified Quality Management Professional CQMP course offers valuable insights and practical knowledge for becoming quality management leaders. It is designed for aspiring and senior quality management professionals seeking to enhance their expertise.

This Certified Quality Management Professional CQMP program equips participants with the knowledge and skills to excel in professional quality management services with the standards of leading quality management organizations. They will achieve a professional certificate in quality management and advance their careers through targeted professional development, expertise in implementing best practices, fostering organizational excellence, and establishing a strong foundation for success in quality management.

Targeted Groups:

- Quality management professionals are seeking certification.
- Managers and team leaders are responsible for quality assurance.
- Individuals aiming to advance their careers in quality control.
- Professionals in industries like manufacturing, healthcare, and services.
- Consultants are focusing on quality improvement initiatives.
- Employees are aspiring to implement quality management systems.
- Anyone looking to gain expertise in continuous improvement practices.

Course Objectives:

At the end of this Certified Quality Management Professional CQMP course, the participants will be able to:

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- Understand key principles of quality management and standards.
- Learn to develop and implement effective quality management systems.
- Gain expertise in quality control, assurance, and process optimization.
- Master continuous improvement techniques, including Six Sigma and Lean.
- Develop skills to conduct quality audits and assessments.
- Learn to manage risks and implement corrective actions effectively.
- Enhance data analysis skills to evaluate quality performance.
- Build leadership abilities to drive quality initiatives in organizations.
- Understand the role of quality in customer satisfaction and organizational success.
- Prepare for the Certified Quality Management Professional CQMP certification exam.

Targeted Competencies:

By the end of this Certified Quality Management Professional CQMP training, the participant's competencies will:

- Proficiency in quality management principles and standards.
- Ability to design and implement quality management systems.
- Skills in process analysis and optimization.
- Expertise in quality control and quality assurance techniques.
- Knowledge of continuous improvement methodologies e.g., Six Sigma, Lean.
- Capability to lead quality audits and assessments.
- Understanding of risk management and corrective actions.
- Competence in data analysis for quality performance evaluation.
- Ability to drive organizational change for quality enhancement.
- Strong communication and leadership skills in quality management.

Course Content:

Unit 1: Introduction to Quality Management Systems QMS:

- Overview of quality management principles and standards.
- Key concepts of quality assurance and quality control.
- Understanding the structure and components of a QMS.
- The role of leadership in quality management.
- Benefits of implementing a quality management system.
- Introduction to ISO 9001 and other quality standards.
- The relationship between QMS and organizational goals.
- Key performance indicators KPIs for measuring quality.
- Understanding customer satisfaction and its role in QMS.
- Case studies of successful QMS implementations.

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Unit 2: Quality Planning and Documentation:

- Developing a quality management plan.
- Identifying quality objectives and performance criteria.
- Documentation requirements for a quality management system.
- Creating and managing standard operating procedures SOPs.
- Importance of quality documentation in audits and compliance.
- Techniques for defining product and process quality requirements.
- Risk management strategies in quality planning.
- Establishing quality metrics and benchmarks.
- Role of quality assurance teams in planning and documentation.
- Managing changes to quality documentation and processes.

Unit 3: Quality Control and Assurance Techniques:

- Key quality control QC and quality assurance QA principles.
- Tools and techniques for quality inspection and testing.
- Statistical process control SPC methods.
- Root cause analysis and corrective action processes.
- Preventive actions to maintain product and process quality.
- Checklists, control charts, and Pareto analysis are used for quality assurance.
- Process capability and performance measurement.
- Managing non-conformances and deviations.
- Auditing techniques for ensuring quality compliance.
- Best practices for maintaining consistent product quality.

Unit 4: Continuous Improvement Methodologies:

- Understanding the importance of continuous quality improvement.
- Introduction to Lean principles and tools.
- Understanding Six Sigma methodologies.
- Techniques for process mapping and waste elimination.
- Implementing the Plan-Do-Check-Act PDCA cycle.
- The role of Kaizen and Total Quality Management TQM.
- Setting up a culture of continuous improvement.
- Conducting root cause analysis and problem-solving techniques.
- Measuring the impact of improvement efforts on quality.
- Case studies of organizations implementing continuous improvement.

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Unit 5: Quality Auditing and Risk Management:

- The role and importance of quality audits.
- Types of audits: internal, external, and supplier audits.
- Preparing for and conducting quality audits effectively.
- Understanding audit standards and audit reports.
- Corrective and preventive actions following audit findings.
- Identifying and managing risks in quality management.
- Techniques for risk assessment and mitigation strategies.
- Using failure modes and effects analysis FMEA in risk management.
- Key principles of compliance and regulatory requirements.
- Integrating risk management into the overall QMS strategy.