MERCURY

Quality Management Essentials Training Course

16 – 20 November 2026
Zanzibar (Tanzania)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Quality Management Essentials Training Course

Ref: 15889_1067164 **Date:** 16 – 20 November 2026 **Location:** Zanzibar (Tanzania) **Fees:** 5300 Euro

Introduction:

The Quality Management Essentials training course provides participants with a solid foundation in the key principles and practices of quality management. It covers the core concepts of quality assurance, quality control, and continuous improvement, equipping professionals with the tools to enhance operational efficiency, reduce defects, and drive customer satisfaction.

Participants will learn about quality management systems, industry standards, and best practices while also gaining insight into the role of leadership and team collaboration in achieving quality objectives. This Quality Management Essentials training is essential for anyone looking to establish or strengthen a quality culture within their organization.

This Quality Management Essentials training course overviews quality management, focusing on the foundational principles that drive organizational excellence. Participants will gain insight into the essential elements of a quality management system and explore their role in achieving consistent results.

The Quality Management Essentials course covers the essential elements of total quality management, emphasizing strategies for continuous improvement and customer satisfaction. Participants will learn the essential qualities of a manager to effectively implement and sustain a robust quality management system, ensuring long-term success.

Targeted Groups:

- Quality Management Professionals.
- Operations and Production Managers.
- Team Leaders and Supervisors.
- Process Improvement Specialists.
- Quality Control and Assurance Staff.
- Project Managers.
- Senior and Mid-Level Managers.
- Consultants and Trainers in Quality Management.
- Professionals Seeking Certification in Quality Management Systems.
- Individuals Aspiring to Lead Quality Initiatives.

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Course Objectives:

At the end of this Quality Management Essentials course, the participants will be able to:

- Understand the fundamental principles of quality management.
- Learn how to implement and manage a Quality Management System QMS.
- Gain knowledge of key quality assurance and quality control techniques.
- Develop skills in continuous improvement methods like Six Sigma and Lean.
- Master the process of conducting effective quality audits.
- Learn how to analyze data and metrics for quality decision-making.
- Understand the role of leadership in driving quality initiatives.
- Identify and apply industry standards and best practices in quality management.
- Enhance problem-solving abilities through root cause analysis.
- Build the capability to foster a culture of quality within an organization.

Targeted Competencies:

By the end of this Quality Management Essentials training, the participant's competencies will:

- Understanding of Quality Management Principles.
- Knowledge of Quality Assurance and Control Techniques.
- Ability to Implement Quality Management Systems QMS.
- Skills in Continuous Improvement Strategies e.g., Six Sigma, Lean.
- Proficiency in Root Cause Analysis and Problem Solving.
- Capability to Conduct Audits and Assess Compliance.
- Understanding of Industry Standards ISO, TQM, etc..
- Effective Communication and Leadership in Quality Management.
- Risk Management and Mitigation in Quality Processes.
- Data Analysis and Reporting for Quality Metrics.

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Course Content:

Unit 1: Introduction to Quality Management:

- Overview of quality management principles and concepts.
- The importance of quality in business operations.
- Understanding customer satisfaction and its impact on quality.
- Key terms and definitions in quality management.
- Introduction to various quality management systems QMS.
- Historical development of quality management practices.
- Roles and responsibilities of quality management professionals.
- Benefits of adopting quality management practices in organizations.

Unit 2: Quality Management Systems QMS:

- What is a Quality Management System QMS?
- Structure and components of a QMS.
- Key standards: ISO 9001, TQM, and others.
- Steps in implementing a QMS effectively.
- Documentation and record-keeping in QMS.
- The role of leadership in supporting QMS.
- Monitoring and evaluating QMS performance.
- Tools and techniques for QMS assessment and improvement.

Unit 3: Quality Assurance and Quality Control:

- Differences between quality assurance and quality control.
- Principles and practices of quality assurance.
- Designing effective quality control processes.
- Tools for quality assurance: Process mapping, control charts, etc.
- Techniques for inspecting and testing products/services.
- Setting quality criteria and benchmarks.
- Corrective and preventive actions CAPA.
- Case studies of successful quality assurance implementations.

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Unit 4: Continuous Improvement and Methodologies:

- The importance of continuous improvement in quality management.
- Introduction to Lean, Six Sigma, and Kaizen.
- The PDCA Plan-Do-Check-Act cycle.
- Root cause analysis and problem-solving methods.
- Process mapping and performance measurement tools.
- Data-driven decision-making in quality improvement.
- Reducing waste and enhancing efficiency through continuous improvement.
- Real-world examples of continuous improvement in action.

Unit 5: Audits, Compliance, and Risk Management:

- The role of audits in quality management.
- Types of audits: Internal, external, and supplier audits.
- Planning and conducting effective quality audits.
- Ensuring compliance with industry standards and regulations.
- Risk management strategies in quality processes.
- Identifying and mitigating quality risks in operations.
- Reporting and communicating audit results.
- Preparing for external audits and certifications.
- Best practices for maintaining quality compliance over time.