MERCURY

Quality Assurance and Quality Control Course

3 – 7 October 2027
Amman (Jordan)



Dubai - UAE: +971 4 450 5697
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Quality Assurance and Quality Control Course

Ref: 9320_1082994 **Date:** 3 – 7 October 2027 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction:

This quality assurance and control course is designed to develop the participants' quality assurance and control skills and give them the best practices required to implement different types of quality programs, including Total Quality Management TQM.

This quality assurance QA and quality control QC course is integral to a quality management system. Participants will ensure that the product or service 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.

Targeted Groups:

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

Course Objectives:

At the end of this quality assurance and control course, the participants will be able to:

- Define the major benefits to the organization of Total Quality Management.
- 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.
- Discuss the importance of quality standards, models, and awards ISO, TQM, Malcolm Baldrige, and EFQM.

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Targeted Competencies:

At the end of this quality assurance and control training, the target competencies will be able to:

- Up-to-date techniques and methods to help them provide Total Quality Management for continual improvement.
- Enhanced leadership and team-building skills required to excel in their career.
- Improved active listening and questioning skills to enhance communication effectiveness.
- Increased problem-solving and critical-thinking skills.
- An understanding of which business improvement techniques are applicable in given situations.

Understanding Quality Assurance QA and Quality Control QC:

Quality assurance QA and quality control QC are fundamental to ensuring product and service excellence. The quality assurance and control process involves systematic activities guaranteeing that a product or service meets defined standards and customer expectations. Quality assurance focuses on prevention through process improvement, while quality control emphasizes inspection and correction.

The benefits of quality assurance and quality control are substantial. By implementing these practices, organizations enhance product reliability, customer satisfaction, and operational efficiency. A quality control and quality assurance course equips professionals with essential skills to manage these processes effectively.

Various quality assurance and control techniques, such as statistical process control, Six Sigma methodologies, and Total Quality Management, are employed. The quality control and assurance training program emphasizes practical application and industry-relevant skills.

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Course Content:

Unit 1: Introduction to Quality Assurance and Control Improvement Techniques:

- Quality Assurance and Control Principles.
- The Concept of Total Quality Management.
- The Origin and Philosophy behind Total Quality Management TQM.
- Deming's Fourteen Points.
- Understanding Six Sigma Methodology.
- Lean Principles.
- Obstacles to Implementing Total Quality Management TQM.
- Traditional Management vs. Total Quality Management.
- Introduction to Multiple Quality Improvement Techniques.

Unit 2: Principles of Quality Assurance and Control:

- The Core Principles in Achieving Total Quality Management.
- Prevention Not Correction.
- Customer-focused Quality.
- Establishing a Vision, Mission, and Policy.
- Identifying Opportunities for Organizational Continuous Improvement.
- Building Quality Through Teamwork.
- Team-building and Leadership Exercise.
- Enhancing Verbal and Non-verbal Communication Effectiveness.

Unit 3: Techniques for Quality Assurance and Control Improvement:

- Process Improvement.
- Benchmarking: A Point of Reference.
- The Baldrige National Quality Program BNQP: Criteria for Performance Excellence.
- EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award.
- Cause and Effect.
- Pareto Chart.
- Control Charts.
- Practical Scenarios of Implementation of Improvement Ideas.
- Methods to Stimulate Creative Thinking.
- Measuring Results.
- Cost of Quality.

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Unit 4: Implementing a Culture of Quality - The Role of Total Quality Management:

- Putting Principles into Practice.
- Leadership: Taking Ownership of the Quality Leadership Philosophy.
- Total Quality Management as a Leadership Principle.
- Tips for Developing and Coaching Quality Leaders / Employees.
- Implement a Business Strategy driven by your Customers.
- Focusing on Continuous Improvement - The Role of Audit and Review.
- "Top-down" Leadership Commitment and Involvement.
- Barriers to TQM Organizational Culture Change.

Unit 5: Benefits of Quality Assurance and Control Improvement - Improvement Activities for Your Organization:

- Benefits of Implementing Total Quality Management, "best practices."
- To the Customer to Improve Quality.
- To the Employee to Increase Satisfaction.
- To the Organization for Better Performance.
- The Importance of Attitude and Professional Development.
- Setting SMART Objectives for Continuous Improvement.
- Outlining an Action Plan for Possible Improvement of Ideas for the Organisations.

Conclusion:

A quality assurance and control plan outlines specific procedures for monitoring and maintaining product quality throughout its lifecycle. The course serves as a roadmap for ensuring consistency and reliability. Quality control and quality assurance principles are rooted in continuous improvement, customer focus, and data-driven decision-making.

Certification in quality assurance and quality control validates expertise in these principles. Data quality assurance and control ensure data accuracy, completeness, and reliability for decision-making and reporting purposes. A robust quality assurance and quality control program is critical in data-driven industries.

In summary, this quality assurance and quality control course focuses on complementary processes that uphold standards and drive continuous improvement. Understanding their difference is key to implementing effective quality management systems.