



Mini MBA in Quality Management (Certified)

20 - 24 May 2024
Lisbon (Portugal)



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Ref.: 15189_272951 **Date:** 20 - 24 May 2024 **Location:** Lisbon (Portugal) **Fees:** 4900 **Euro**

Introduction:

This course is designed to develop the participants' skills in quality assurance and control and give them the best practices they require 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 being delivered meets the customer's expectations.

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

Targeted Groups:

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

Course Objectives:

At the end of this course the participants will be able to:

- Understand the impact of leadership to support 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:

- Develop the participants' 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:

Day 1: Quality Concepts, Dimensions, and Principles:

1. Welcome and Introduction & Introducing course objectives
2. Meaning and Dimensions of Quality
3. Quality Gurus
4. Q&A
5. Homework

Day 2: Quality Improvement:

1. Quick review of the last session
2. Homework solution
3. Deming's Principles.
4. Quality Improvement and Six Sigma
5. Cost of Quality
6. Q&A
7. Homework

Day 3: Quality control tools, Standardization, and Indicators:

1. Quick review of the last session
2. Homework solution
3. Brainstorming as a Tool for Improvement
4. Seven Quality Control Tools
5. American Customer Satisfaction Index ACSI
6. ISO International Organization for Standardization
7. Q&A
8. Homework

Day 4: QM System Analysis:

1. Quick review of the last session
2. Homework solution
3. PESTLE Analysis Template and SWOT Analysis
4. Interested Parties
5. Process approach
6. Q&A
7. Homework

Day 5: QM Risk Management & ISO Mandatory Documents:

1. Quick review of the last session
2. Homework solution
3. Leadership and commitment
4. Risk Management
5. Quality Objectives
6. Change management
7. Externally provided processes, products & services
8. Lists of mandatory and non-mandatory documents
9. Q&A
10. General review



**Registration form on the :
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