

Quality Assurance and Management System

INTRODUCTION

- With over a million organizations worldwide certified to ISO9001 quality management system alone, no organization can afford to pay the price of the failure to recognize that managing quality assurance and control are essential requirements in the production of good and services. Many organizations have enjoyed extensive benefits from the structured approach to controlling areas of activities and the associated risks but have often missed the opportunity to maximize the return on the initial investment by using a similar approach in other areas of the business.
- This 10-day training seminar is intended to provide delegates with a sound understanding of different approaches to quality assurance. During the first week, the training seminar will focus on background to the various concepts of managing quality in organizations to ensure the attendees are familiar with quality assurance. During the second week, the training focus will be on practical learning on the implementation of quality management system including internal and third party auditing, which provide assurance that systems are maintained and improved.

OBJECTIVES

By the end of this training seminar, delegates will be able to:

- Be aware of the history of quality assurance and standardization and state different models and frameworks for quality assurance
- Understand the latest international frameworks in management systems and discuss some of the benefits these can bring to organizations
- Appreciate methods for identifying and improving interaction in business processes including the benefits of the PDCA approach
- Understand the importance of risk based thinking in a quality management systems and awareness of organizational context and what it means in a quality management system
- Understand some of the practical requirements of management systems auditing and state the benefits of audit in a quality management system including practicing audit techniques

TRAINING METHODOLOGY

- This training seminar is highly interactive and delegates will have to opportunity to use case study materials and exercises that will bring a practical understanding to the concepts of quality assurance and management. This will include the opportunity to relate the learning of the seminar to “real life” issues in their own organization and their experience as customers themselves.
- In addition to learning the essential requirements of a quality management system, participants will enjoy a highly participative part of this training seminar designed to enable them to practice audit techniques though participative role play.

ORGANISATIONAL IMPACT

- Improved understanding of the role quality assurance has across the whole organization
- A shared organizational vision for promoting quality assurance
- Use of quality systems in selecting and controlling contractors and outsourcing
- Improved intra / inter departmental communication effectiveness
- Benefits of developing effective management systems to:
 - Improve employee morale and cooperation
 - Increase profitability
 - Enhance planning, quality assurance and quality control measures
 - Improve leadership and team building skills

PERSONAL IMPACT

- An increased appreciation of their role in helping their organization achieve improved quality assurance and control
- Enhanced leadership and team building skills required to enhance their career
- Improved active listening and questioning skills
- Improved problem solving and thinking skills

WHO SHOULD ATTEND?

- Department Managers
- Team Supervisors
- Human Resources Managers
- Finance Professionals who want to know more about Quality Assurance
- Finance Audit Professionals who want to understand more about Management Systems Auditing

Course Outline

MODULE I: Essentials of Quality Assurance

International Standardisation and the Global and Organizational Benefits

- Brief History of International Standardisation
- Economic Benefits of Standardisation
- Organizational Benefits of Standardization
- Standards as a mechanism for controlling organizational risks
- A Teamwork approach to Quality

Introduction to Quality Assurance and Control

- An Introduction to Quality Assurance and Control
- A History of Quality Assurance
- Introduction to Models of Quality Assurance and Control
- Concepts of Total Quality Management

Process Approach to Managing Quality Assurance

- The ISO High Level Structure – Annex SL
- ISO9001 as a framework for managing Quality Assurance
- The process approach and the organization as a set of Inter-related Processes
- Risk and Opportunity in a Quality Management System

Principles of Quality Assurance and Control

- Core Principles in achieving Total Quality Management
- Prevention, not correction
- Customer Focused Quality
- Establishing Vision, Mission and Policy
- Opportunities for Organizational Continuous Improvement
- Building Quality through Teamwork

Techniques for Quality Assurance and Control

- Process Improvement
- Benchmarking
- Baldrige National Quality Programme (BNQP): Criteria for Performance Excellence
- EFQM, Dubai Quality Award and HH Sheikh Khalifa Excellence Award
- Route Cause Analysis
- Objectives and KPI's
- Measuring Results – The Cost of Quality

MODULE II: Quality Assurance in Practice

Designing and Implementing ISO9001

- The PDCA Approach
- Risk Based Thinking
- The Organization and Context
- Needs and Expectation of Interested Parties
- Significance of Effective Leadership Roles
- Role and Responsibilities of Leaders in ISO9001
- Culture of Quality – The Role of TQM

Planning and Operating a Quality Management System

- Establishing Policies
- Planning for a Quality Management System
- Assessing Risk and Opportunity within a Quality Management System
- Supporting your System – Resources, Competence
- Operations, Planning and Control

Audit as a Management Tool

- Management Systems Auditing
- The Face of a Systems Auditor
- Requirements of ISO19011 – guidelines for auditing management systems
- Types of Systems Audits
- Planning Audits
- Audit as part of performance monitoring and organizational improvement

Audit in Practice

- Developing a Programme of Audits
- Planning an Audit
- Opening Meetings
- Audit Questions and Use of Check Lists
- Conducting the Audit
- Role Play Exercise

Document Management in Your Quality Management System

- Building a Document Control System
- Document Life Cycles
- Consistency in document appearance, notation and circulation
- Maintaining the integrity of Document Controls
- Availability of documents to interested parties