

# The 10-day Quality Assurance and Concepts of ISO Standardisation Programme

## INTRODUCTION

- The foundation of a quality organisation is an effective quality management system. A quality management system (QMS) is a formal process used to review the operations, products and services of a business – with the objective being to assure customers that they will receive exactly what they ordered and to identify areas that may require improvement.
- Quality management systems are required in all areas of business activity. A good quality management system will: reduce wastage, improve process control, increase market share, lower costs, facilitate training, meet customers' expectations and raise staff morale. This fast-paced training course will give participants a thorough grounding in standardization and quality systems.

Participants attending the Quality Assurance and Concepts of ISO Standardisation training course will develop the following competencies:

- Demonstrate confidence in dealing with quality systems and challenges
- Understanding how to increase quality through better management of key processes
- Ability to analyse ways to achieve consistent customer satisfaction and loyalty
- Understanding of the options that are available to achieve quality in their own departments and in the whole organisation

## PROGRAMME OBJECTIVES

By the end of the Quality Assurance and Concepts of ISO Standardisation training course participants will be able to:

- Identify a wide range of quality management approaches and tools to participants
- Determine which processes need to be managed to achieve consistent quality
- Analyse ways in which quality processes are managed
- Analyse root causes and solve quality problems
- Assess their own quality management skills and plan to remedy any gaps
- Cope effectively with any quality challenge, choosing appropriate tools and techniques

## WHO SHOULD ATTEND?

- Leaders wishing to introduce quality management into their own team
- Professional in any organization seeking quality registration and certification
- Business professionals with specific responsibilities for Quality and Customer Satisfaction
- Personnel new to any Quality Assurance role, as well as more experienced managers seeking to examine and enhance their quality skills

## TRAINING METHODOLOGY

- The Quality Assurance and Concepts of ISO Standardisation training course is highly practical and participative. All theory is backed with interactive exercises, which enable participants to gain confidence in using the methods presented and with case study examples and videos. They also get opportunities to observe and give feedback to other participants about their quality and problem solving skills, thus reinforcing their own learning experience, plus plenty of coaching feedback from the trainer.

## PROGRAMME SUMMARY

- This training course will set any business on the path to achieving the quality demanded by customers. Quality Management ensures that your customers always receive the product or service that meets or exceeds their expectations. It decreases time to market and so helps in promoting international trade and enhancing marketing.
- Implementation of Quality Management in a product or service lifecycle will actually deal with the root cause of problems, by decreasing rework, manpower usage, and increasing productivity, process improvement, providing better Customer Satisfaction and thus retaining the customer's in the existing competitive market.

## PROGRAM OUTLINE

### ISO and the Global / Organisational Benefits

- Brief history of standardisation
- Economic benefits of international standardisation
- Organizational benefits of standardization
- Standards as a mechanism for controlling organizational risks
- The standardisation of quality
- A team approach to quality

### Introduction to Quality Assurance / Control and TQM

- An introduction to modern quality assurance
- The inception and development of quality assurance
- Models of quality assurance and control
- Total Quality Management and Kaizen
- Deming's Fourteen Points and other quality approaches

## Process Approach to Managing Quality Assurance

- An introduction to management of processes
- Industry-specific quality requirements and generic processes
- The 2015 ISO high level structure for management standards
- 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
- Criteria for Performance Excellence
- EFQM, Baldrige and quality awards
- Root cause analysis
- SMART objectives, CSFs and KPI's

## Designing and Implementing ISO9001

- The Deming cycle (PDCA) approach
- Risk based thinking
- The organization and context
- Needs and expectation of interested parties
- 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
- Measuring results – the cost of quality and non-quality

## 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

## Carrying Out an Audit Programme

- Developing a programme of audits
- Planning an audit
- Opening meetings
- Audit questions and use of check lists
- Conducting the audit
- Closing the audit and reporting findings

## Quality Systems Document Management

- 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
- Action planning