



Quality Management Course Outline



Program Overview

Quality has a long trace of transforming industries with its philosophical and process-oriented concepts and techniques. It reviews the history of quality and examines the wide variety of philosophies, concepts and techniques for managing, controlling and improving quality. Finally, it takes a step-by-step approach through the implementation process

This course will present the various quality frameworks, concepts and tools necessary for implementing the quality culture that characterizes world-class organizations and explore key actions necessary for transforming business and non-profit organizations into world-class organizations that deliver value to customers, clients and constituents.

Duration

1- Day Program

Learning Objectives

At the end of this training, participants will be able to:

- Have an appreciation on the concepts of quality
- Adopt TQM as a fundamental business strategy
- Communicate and implement quality tools and techniques that are applicable to the organization

Target Audience

- Managers
- Supervisors
- Team Leaders and staff involved in quality practices

Program Structure and Outline

This course takes its learning approach using audio, visual and tactile methods

- Quality- a quick look on its history and developments
 - Historical evolution- quality leaders, common teachings of quality gurus
 - Definitions of quality
 - TQM concept and system
 - ISO 9001:2015- a quick look
- TQM- a review on the base concept
 - About TQM and its origins
 - The six principles of TQM



- Tools and techniques
 - The seven QC tools
 - The two-man factor: quality or security protocol?
 - Problem solving techniques with 8D, FMEA and RCA
 - Cause and effect techniques

- Auditing the quality practice
 - Fundamentals of audit
 - The six principles
 - Establishing, maintaining an audit program
 - Audit and evaluation techniques
 - Closing the audit and review of nonconformities

Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

Key Affiliations/Accreditation	Key Partner Programs	Key Partners
 	 	    
		   