QUALITY MANAGEMENT SYSTEM QMS (PROCEDURES & POLICIES)

TRAINIT ACADEMY

COURSE TITLE

QUALITY MANAGEMENT SYSTEM QMS (PROCEDURES & POLICIES)

COURSE DATE/VENUE

10th – 14th Aug 26'
Munich, Germany

COURSE REFERENCE

LM201

COURSE DURATION

05 Days

DISCIPLINE

Leadership & Management

COURSE INTRODUCTION

The use of quality management has become widespread among organizations during the last decades.

The type of organizations that use TQM varies from large to small, private to public and from manufacturing to service organizations.

The aims of the businesses may differ, but the impotence of customers is a matter of common interest and the ability of organizations to adapt to new customer requirements on a global market is of vital importance for long-term success.

Quality management has been recognized as a major edge for competitiveness and long-term profitability.

TQM is not merely a tool or method that is ready for use, but there is a set of underlying principles and philosophies that must be applied in the unique organizational context.

COURSE OBJECTIVE

Upon completion of this course, participant will be able to:

- Discover the importance of quality in organizations.

- Understand the impact of leadership to support quality management systems.

- Recognize the most used quality philosophies and tools to establish priorities within their organizations.

- Study international, national and local quality standards, models and awards (ISO, TQM, etc.).

- Understand team dynamics and the role of teams in their continual improvement projects.

COURSE AUDIENCE

Individuals, leaders, supervisors and all those who are engaged in quality management implementation and improvement of organizational performance

COURSE CONTENT

Day 1:

Leadership and Management in Quality

- Introduction to QMS

- Can leadership be taught and developed?

- Traits of a true quality leader

- Role of leadership in supporting quality management systems

- Situational leadership in quality

Day 2:

Quality Basics and Definitions:

- Definition and concept of quality

- History of quality

- Benefits of implementing a quality model

- Review of common quality models

- Review of quality gurus

- Quality philosophies

- Deming 14 points
- Crosby zero defects

Day 3:

Implementing ISO 9001:2008:

- What is ISO 9001?
- Introduction to QMS
- Management system standards
- ISO 9000 and ISO 14000
- OHSAS 18001 Occupational Health and Safety
- ISO 9001:2008 is an outline for a Quality Management System
- The ISO 9001 Standard
- The Importance of ISO 9001
- Document quality activities and why quality documentation is so important
- Control of Documents and Control of Records

Day 4:

ISO 9001: 2008   clause by clause discussion:

1. Scope

 General

Application

2. Normative references

3. Terms and definitions

4. Quality management system

4.1 General requirements

4.2 Documentation requirements

5 Management responsibilities

5.1 Management commitment

5.2 Customer focus

5.3 Quality policy

5.4 Planning

5.5 Responsibility, authority and communication

5.6 Management review

6   Resource management

6.1 Provision of resources

6.2 Human resources

6.3 Infrastructure

6.4 Work environment

7 Product realizations

7.1 Planning of product realization

7.2 Customer-related processes

7.3 Design and development

7.4 Purchasing

7.5 Production and service provision

7.6 Control of monitoring and measuring equipment

8 Measurement, analysis and improvement

8.1 General

8.2 Monitoring and measurement

8.3 Control of nonconforming product

8.4 Analysis of data

8.5 Improvement

Day 5:

ISO 9001: 2008 Audit:

- o   Planning an audit
- o   The purpose of the Quality Manual
- o   The role of the checklists
- o   Organizing an opening meeting
- o   Performing an audit
- o   Organizing a closing meeting
- o   Recording non-conformities
- o   Auditing reports

- o Evaluating corrective action

COURSE CERTIFICATE
TRAINIT ACADEMY will award an internationally recognized certificate(s) for each delegate on completion of training.

COURSE FEES
£5,500 per Delegate. This rate includes participant's manual, Hand-Outs, lunch, coffee/tea on arrival, morning & afternoon of each day.

COURSE METHODOLOGY
The training course will be highly participatory and the course leader will present, guide and facilitate learning, using a range of methods including formal presentation, discussions, sector-specific case studies and exercises. Above all, the course leader will make extensive use of real-life case examples in which he has been personally involved. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Case studies & Practical Exercises
- 10% Role Play
- 10% Videos, Software or Simulators (as applicable) & General Discussions