



Quality Assurance Principles, Techniques & Standards

QUALITY ASSURAN

Course Description:

Many organizations have adopted structured approaches to managing their operations through various different standards and techniques in order to manage quality assurance. This course will develop delegates' skills in and knowledge of quality assurance and provide them with best practices they will be able to use in improving quality assurance within their organizations, including the new ISO9001. The course will provide a background to the various concepts of managing quality in organizations and examine how the risks and opportunities can be successfully managed in organizations through the effective management of quality assurance.

Course Methods

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include.

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Course Objective

By the end of this course delegates will be able to:

- Be aware of the history of quality assurance and standardization.
- Understand the part of effective teamwork in contributing to overall quality assurance in their organization.
- State different models and frameworks for quality assurance
- Recognize the importance of the customer in the quality management system
- 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.

Course outline

International Standardization and the Global and Organizational Benefits

- Brief history of international standardization
- Economic benefits of standardization
- 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
- Deming's Fourteen Points and other approaches
- The Process approach and ISO9001

Course outline

- **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
 - Route cause analysis
 - Objectives and KPI's
 - Measuring results – the cost of quality