



an e egis company

بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Quality Management Professional Certified Program

14 – 18 April 2019

Muscat / Sultanate of Oman

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

Centuries ago Aristotle quoted “Quality is not an act, it is a habit”, its relevance in today’s quality-focused world is stronger than ever. Customers are becoming increasingly spoiled for choice and organizations are realizing, sometimes too late, that quality is the one thing they cannot compromise. Moreover, professionals in the field of quality are being challenged to identify problems, analyze for root causes and suggest solutions. The course offers you up-to-date internationally recognized content guaranteed to help you achieve excellence in every aspect of your business. The accredited programs are designed to help you acquire the habit Aristotle so eloquently wrote about.

## Objectives

At the end of this Seminar Participants will have a clear understanding of how 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.
- Explain the impact of leadership to support quality management systems.
- Summarize the most used quality philosophies and tools to establish priorities within their organization.
- Study international, national and local quality standards, models and awards (ISO, TQM, Malcolm Baldrige etc.).
- Understand team dynamics and the role of teams in their continual improvement projects.
- Assess team dynamics and the role of teams in their continual improvement projects.

## Who Should Attend

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

## Outlines:

### Certified Quality Management Professional

#### Leadership and Management in Quality

- Definition, Similarities, Differences
- Can Leadership be Taught and Developed?
- Traits of a True Quality Leader
- Role of Leadership in Supporting Quality Management Systems
- Situational Leadership in Quality

#### 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 s 14 Points
- Juran s Trilogy
- Crosby s Zero Defects
- House of Quality and Quality Function Deployment (QFD)
- Six Sigma Methodology
- Lean Principles
- Quality Models, Awards and Methodologies
- Malcolm Baldrige National Quality Award and EFQM
- ISO9001:2008
- Total Quality Management

### **Building Teams in a Quality Management System**

- Why are Teams Important in Quality Management Projects?
- Barriers to Teams Achievement
- Characteristics of Effective Teams
- Team Development Cycle
- Belbin s Profile

### **Improvement Tools and Techniques**

- The Seven Classic Quality Tools
- Cause and Effect Diagram
- Pareto Chart
- Control Charts
- Histogram
- Check Sheet
- Scatter Diagram
- Flow Charts
- Management Elements and Planning Tools: The New Tools
- Process Improvement Tools
- Contingency and Risk Planning
- Failure Mode and Effects Analysis (FMEA)

### **Ethics in Quality Management**

- American Society for Quality Code of Ethics
- Course Test and review

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                    |
|---------------------|--------------------|
| • Technical Session | 08:30 – 10:00 am   |
| • Coffee Break      | 10:00 – 10:15 am   |
| • Technical Session | 10:15 – 11:30 noon |
| • Coffee Break      | 11:30 – 11:45 am   |
| • Technical Session | 11:45 – 01:00 pm   |
| • Lunch             | 01:00 – 02:00 pm   |
| • Technical Session | 02:00 - 03.45 pm   |

## Course Fees

\$3,200 + Taxes / per participant.