Introduction

Quality management has become a sought-after career across industries globally. As organizations continue to prioritize high standards, the integration of **Knowledge Management** with **Quality Management** (QMS) has grown significantly. This course aims to develop essential skills for **quality specialists**, including leadership, communication, strategy, technical proficiency, project management, and much more.

The **QMS Quality Management Systems course** focuses on equipping participants with tools and methodologies frequently used by professionals in the quality management field. It also emphasizes the development of leadership qualities that every quality professional should demonstrate. Additionally, the course addresses **team development** within the quality function and explores the significance of **ISO 9001 QMS certification**, providing participants with a thorough understanding of what the certification entails and its benefits.

Targeted Groups

This course is intended for:

- **Individuals**, **Leaders**, **Supervisors**, and **Managers** involved in implementing quality management.
- Those responsible for improving **institutional performance** or managing **quality systems** within organizations.

Course Objectives

By the end of this course, participants will be able to:

- Explain how **leadership** impacts and supports the implementation of quality management systems.
- Describe the importance of **quality** in organizations, drawing from research and principles developed by **quality leaders**.
- Evaluate **team dynamics** and the role of teams in supporting continuous improvement projects.
- Assess the **ethical obligations** that quality professionals must uphold.

Targeted Competencies

Participants will develop competencies in the following areas:

- **Quality Management** principles and strategies.
- **Quality control** and **assurance** techniques.
- Application of **quality tools**.
- Effective **leadership** within the quality management context.
- **Team management** and collaboration.
- Understanding and adhering to the **ethical principles** in quality management.
- Application of **quality methodologies** to improve organizational processes.

Understanding the Benefits and Types of QMS Quality Management Systems

This **QMS training** provides a comprehensive exploration of quality principles and how they integrate into the organization. Participants will gain insight into the **benefits** of implementing a quality management system, with a particular focus on **ISO 9001** certification. The training will also cover how **quality systems** enhance organizational **competitiveness**, **efficiency**, **customer satisfaction**, and **process improvement**.

Participants will examine various models of quality management systems tailored to different industries, such as:

- **IT Quality Management Systems**.
- **Construction Quality Management Systems**.
- **Enterprise Quality Management Systems**.

The course also includes detailed discussions on **ISO 9000:2015 standards** and the differences between various quality systems, helping participants to select the best system for their organization’s needs.

Course Content

Unit 1: Leadership and Quality Management

- Definitions and differences between leadership and quality management.
- Can **leadership** be taught and developed?
- Key qualities of a natural **quality leader**.
- The role of **leadership** in supporting **quality management systems**.
- **Situational leadership** within the context of quality management.

Unit 2: Quality and Definitions Basics

- **Definition and concept of quality**.
- The **history of quality** and the evolution of quality management.
- The **benefits** of implementing a **quality model**.
- Overview of **quality management systems** (QMS).
- **ISO 9001** and its relevance in quality management.
- Introduction to **Total Quality Management (TQM)**.
- The **cost of poor quality**.
- Key success secrets in **Total Quality Management (TQM)**.
- Overview of national quality awards, including the **Dubai Quality Award** and **Malcolm Baldrige National Quality Award**.
- Review of **quality pioneers** and their philosophies:
    - Deming’s 14 Points.
    - **Crosby’s Zero Defects**.
    - **Juran’s Quality Trilogy**.
- Introduction to **Six Sigma methodology**, **LEAN**, and **5S principles**.

Unit 3: Building Difference in Quality Management System

- The importance of **team thinking** in quality management projects.
- Identifying **barriers** to team success in quality initiatives.
- Characteristics of **effective teams**.
- **Team development** processes and the tools for selecting team members.

Unit 4: Optimization Tools and Techniques

- Overview of common **quality optimization tools**.
- Application of **brainstorming** techniques for idea generation.
- In-depth analysis of **seven classic quality tools**:
  - **Verification Sheet**.
  - **Pareto Chart**.
  - **Cause and Effect Diagram** (Fishbone Diagram).
  - **Graphs and Spread Schemes**.
  - **Control Charts**.
  - **Flow Maps**.

Unit 5: Process Mapping and Management Processes

- **Management elements** and **planning tools** for process optimization.
- The **Operation Turtle Chart** for process analysis.
- Conducting **Failure Mode and Effects Analysis (FMEA)** to anticipate potential failures and mitigate risks.

Unit 6: Ethical Principles in Quality Management

- Overview of the **seven principles of ethics** in quality management.
- Conduct standards from the **American Society for Quality (ASQ)** and ethical considerations in the quality profession.

Conclusion

Upon completion of the **QMS Quality Management Systems Course**, participants will have a thorough understanding of leadership and team dynamics within quality management, practical tools to optimize quality processes, and a solid grasp of ethical responsibilities. They will be equipped to apply quality management principles across industries and lead their organizations towards achieving excellence through effective implementation of QMS practices.

This course will also enhance participants’ ability to assess and obtain **ISO 9001 certification**, which offers both individual and organizational benefits in terms of credibility, performance improvement, and customer satisfaction.