Introduction:

This Mini MBA course in Quality Management is designed to enhance participants' skills in quality assurance and control, equipping them with the best practices for implementing various quality programs, including Total Quality Management (TQM).

The concepts of quality assurance and control are integral to the quality management process, aiming to ensure that products or services meet customer expectations. Quality systems incorporate key principles, methods, and best practices that help organizations achieve excellence in their operations.

Quality management plays a pivotal role in leadership, fostering a positive work environment. Strong leadership builds a foundation for highly engaged employees with improved morale and performance. By promoting participation, problem-solving, and teamwork, a motivated and high-performing culture is cultivated.

Target Audience:

- Senior Management
- Quality Managers and Staff
- Department Managers
- Team Supervisors
- Human Resource Managers
- Training Managers
- Engineers

Course Objectives:

By the end of this Mini MBA in Quality Management course, participants will:

- Understand the importance of leadership in enhancing quality management systems.
- Develop processes for measuring and improving quality assurance and control.
- Learn how to implement Total Quality Management (TQM) within the workplace.
- Identify effective techniques for continuous quality improvement.
- Explore risk-based thinking, leadership, and process management in quality.
- Boost stakeholder confidence by ensuring processes adhere to the latest standards.
- Gain the skills necessary to plan, conduct, and follow up on audits based on the most current ISO versions.

Targeted Competencies:

After completing this Mini MBA program, participants will possess:

- Advanced proficiency in quality assurance and control.

- Up-to-date knowledge of TQM practices.
- Strong leadership and team-building capabilities.
- Enhanced communication skills, including active listening and effective questioning.
- Improved problem-solving and critical thinking abilities.
- The ability to promote continuous quality improvement through approaches like Kaizen and Six Sigma.
- A deep understanding of risk-based thinking in quality management.

Why is Quality Management Important?

Quality management ensures that products and services consistently meet high standards. This focus is central to the Mini MBA program, which emphasizes the need for robust systems and processes that meet and exceed customer and regulatory expectations. The course highlights the importance of quality management tools and principles.

Course Outline:

Unit 1: Concepts, Dimensions, and Principles of Quality

- Course Introduction and Overview of Objectives.
- Understanding the Meaning and Dimensions of Quality.
- Key Insights from Leading Quality Experts.
- Q&A Session.
- Homework Assignment.

Unit 2: The Path to Quality Improvement

- Review of Previous Session.
- Addressing Homework Questions.
- Exploring Deming’s Principles of Quality.
- Understanding Quality Improvement and Six Sigma Methodology.
- Analyzing the Cost of Quality.
- Q&A Session.
- Homework Assignment.

Unit 3: Quality Control Tools, Standardization, and Indicators

- Recap of the Previous Session.
- Homework Solutions Discussion.
- Utilizing Brainstorming for Process Improvement.
- Mastering the Seven Quality Control Tools.
- Exploring the American Customer Satisfaction Index (ACSI).
- The Role of ISO Standards in Quality Management.
- Q&A Session.
- Homework Assignment.

Unit 4: System Analysis in Quality Management (QM)

- Recap of Insights from the Previous Session.
- Walkthrough of Homework Solutions.

- Applying PESTLE and SWOT Analysis Tools.
- Recognizing the Importance of Stakeholder Engagement.
- Emphasizing the Process Approach to Quality.
- Q&A Session.
- Homework Assignment.

Unit 5: Risk Management in QM and Mandatory ISO Documents

- Recap of Previous Learnings.
- Clarification of Homework Solutions.
- In-depth Exploration of Leadership and Commitment.
- Essentials of Risk Management in Quality.
- Setting and Achieving Quality Objectives.
- The Importance of Change Management.
- Understanding Externally Provided Processes, Products, and Services.
- Overview of Mandatory and Optional ISO Documents.
- Q&A Session.
- Final General Review.