Introduction to Quality Assurance and Control

This **Quality Assurance (QA) and Control (QC) course** is designed to equip participants with the skills and best practices required to implement successful quality programs, including **Total Quality Management (TQM)**. The course focuses on developing a solid foundation for establishing quality management systems that ensure products and services meet customer expectations.

Quality assurance and control are vital in maintaining organizational excellence. These systems guide methods and practices that drive continuous improvement, creating a workplace culture of commitment, motivation, and high performance. Effective leaders foster teamwork, problem-solving, and employee participation, all while driving overall improvement in quality.

Targeted Groups

This course is ideal for:

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

Individuals aiming to enhance their knowledge in **quality assurance**, **quality management**, and **leadership** within the context of quality control systems will benefit greatly from this course.

Course Objectives

At the conclusion of this course, participants will be able to:

- **Define** the major benefits of implementing **Total Quality Management (TQM)** within their organization.
- Understand the critical role of **leadership** in supporting **quality management systems**.
- Develop effective **measuring and improvement processes** for quality assurance and control.
- Learn how to introduce **TQM** into their workplace and **apply** quality improvement techniques for continual development.
- **Discuss** the significance of quality standards, models, and awards, such as **ISO**, **TQM**, **Malcolm Baldrige**, and **EFQM**.

Targeted Competencies

Upon completing the course, participants will have gained:

- Up-to-date techniques for implementing **Total Quality Management** for continuous improvement.

- Enhanced **leadership** and **team-building** skills crucial for career growth.
- Improved **active listening** and **questioning** techniques for effective communication.
- Stronger **problem-solving** and **critical-thinking** abilities.
- A deep understanding of which **business improvement techniques** are most effective in specific situations.

Understanding Quality Assurance and Quality Control

Quality assurance (QA) and **quality control (QC)** are both essential in ensuring the excellence of products and services. These processes involve activities that guarantee a product or service meets set standards and customer expectations.

- **QA** focuses on **prevention** through systematic improvements in processes.
- **QC** emphasizes **inspection** and **correction** to meet defined standards.

The application of various quality improvement techniques such as **Six Sigma**, **Lean Principles**, and **TQM** can drastically improve product reliability, customer satisfaction, and operational efficiency.

Course Content

Unit 1: Introduction to Quality Assurance and Control Improvement Techniques

- **Quality Assurance and Control Principles**.
- The **Concept of Total Quality Management (TQM)**.
- History and **Philosophy** behind **TQM**.
- **Deming’s Fourteen Points**.
- Introduction to **Six Sigma** and **Lean Principles**.
- Overcoming **Obstacles** to implementing TQM.
- Traditional management vs. **Total Quality Management**.
- Introduction to other **Quality Improvement Techniques**.

Unit 2: Principles of Quality Assurance and Control

- Core **Principles** for achieving **Total Quality Management**.
- Emphasizing **Prevention** over correction.
- **Customer-focused Quality**.
- Creating a **Vision**, **Mission**, and **Policy**.
- Identifying opportunities for **continuous improvement**.
- **Team-building** exercises and improving communication skills.

Unit 3: Techniques for Quality Assurance and Control Improvement

- **Process Improvement** strategies.
- The role of **Benchmarking** as a reference point.
- Overview of the **Baldrige National Quality Program** (BNQP) criteria.
- Understanding quality awards like the **EFQM**, **Dubai Quality Award**, and **HH Sheikh Khalifa Excellence Award**.
- Using tools such as **Cause and Effect diagrams**, **Pareto Charts**, and

Control Charts.
- Exploring the **Cost of Quality** and its impact on business efficiency.

Unit 4: Implementing a Culture of Quality – The Role of TQM

- **Leadership**‘s role in creating a **Quality Leadership Philosophy**.
- Implementing **TQM** as a core leadership principle.
- Tips for developing and coaching **Quality Leaders** and employees.
- Developing a **customer-driven business strategy**.
- Overcoming **barriers** to creating a **TQM culture** within the organization.

Unit 5: Benefits of Quality Assurance and Control Improvement

- The importance of **attitude** and **professional development** in achieving quality improvement.
- Setting **SMART objectives** for continuous improvement.
- Developing an **Action Plan** for potential improvements.

Conclusion

This **Quality Assurance and Control** course provides a roadmap for implementing quality management systems that ensure consistency and reliability across all organizational operations. Participants will gain the expertise needed to drive **continuous improvement** and foster an environment where high-quality standards are upheld.

Upon completion, individuals will be equipped to implement effective **quality assurance and control processes**, leading to better organizational performance, customer satisfaction, and overall business excellence.