

Introduction:

Quality management is a career pursued globally, with its scope expanding beyond technical skills to include leadership, communication, strategy, project management, and other essential competencies. This Quality Management Systems (QMS) course aims to develop these skills, providing participants with the tools and methodologies necessary to excel in quality management roles.

The course highlights the most commonly used tools and methodologies by quality specialists and emphasizes leadership qualities that are essential in the field. Participants will also learn the importance of team development for supporting quality initiatives and improvement projects.

The ultimate goal is to equip participants with a combination of skills and practical applications that will enhance their role as a QMS specialist. A focus of this course is understanding ISO 9001 QMS certification—its significance, the certification process, and its impact on both individuals and organizations.

Target Audience:

- Individuals in leadership roles, supervisors, managers, and anyone involved in implementing quality management or improving organizational performance.

Course Objectives:

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

- Explain the role and impact of leadership in supporting quality management systems.
- Describe the importance of quality in institutions, along with research from various quality institutes and principles introduced by quality leaders.
- Evaluate team dynamics and the role of teams in supporting continuous improvement projects.
- Assess the ethical obligations that quality professionals must adhere to in their work.

Targeted Competencies:

Upon completion of this course, participants will have developed the following competencies:

- Quality Management
- Quality control and assurance
- Effective use of quality tools

- Leadership
- Team management
- Understanding ethical principles in quality professions
- Application of quality methodologies

Understanding the Benefits and Types of QMS Quality Management Systems Training:

This course emphasizes the integration of quality principles throughout an organization, enhancing its competitiveness and efficiency. Participants will explore the benefits of implementing quality management systems (QMS) and understand why organizations invest in ISO 9001-certified systems.

They will gain insight into various QMS models, such as IT quality management systems, construction quality management systems, and enterprise quality management systems. The course will also discuss the practical advantages of implementing QMS, including process improvement, customer satisfaction, and gaining a competitive edge.

Understanding different types and attributes of QMS will allow specialists to select the most suitable system for their organization's needs. The course also includes the ISO 9000:2015 standards, and participants will learn how different quality systems vary in structure, objectives, and application.

Course Content:

Unit 1: Leadership and Quality Management

- Definitions and differences between leadership and management
- Can leadership be taught and developed?
- Qualities of a natural quality leader
- The role of leadership in supporting quality management systems
- Applying situational leadership in quality management

Unit 2: Quality and Definitions Basics

- Defining quality and the concept of quality

- History of quality management
- Benefits of implementing a quality model
- Overview of quality management systems
- Introduction to ISO 9001, Total Quality Management (TQM), and Six Sigma
- The cost of poor quality
- Seven success factors in TQM
- Review of national quality awards (e.g., Dubai Quality Award, Malcolm Baldrige National Quality Award)
- Analysis of quality pioneers and philosophies (e.g., Deming, Crosby, Juran)
- Zero defects and quality function deployment (QFD)

Unit 3: Building a Difference in Quality Management Systems

- The importance of team thinking in quality management projects
- Barriers to achieving team success
- Characteristics of effective teams
- Tools for selecting team members and fostering team development

Unit 4: Optimization Tools and Techniques

- Overview of commonly used quality tools:
 - o Brainstorming
 - o Seven classic quality control tools (e.g., Pareto Chart, Cause and Effect Diagram, Control Charts)
 - o Verification sheets and flow mapping
 - o Control charts and spread schemes

Unit 5: Process Mapping and Management Processes

- Management elements and planning tools
- Operation Turtle Chart
- Failure Mode and Effect Analysis (FMEA)

Unit 6: Ethical Principles in Quality Management

- The seven principles of ethics in quality management
- The American Society for Quality's (ASQ) ethical conduct guidelines

Conclusion:

Upon completing this course, participants will have a comprehensive understanding of Quality Management Systems and the methodologies used to implement them effectively. This training will provide them with the knowledge necessary to manage and lead quality management initiatives and drive continuous improvement in their organizations.

The course prepares participants to obtain certification and excel as QMS specialists, helping their organizations improve customer satisfaction, optimize operational processes, and build a culture of quality excellence.