



Developing The Quality Mindset

Course Code: QLT-125

Course Objective(s):

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

- Appreciate the importance, principles and techniques of quality as practiced within their organization

Expected Accomplishment(s):

- Understanding the principles of quality within the organization
- Understanding the quality concepts of TQM and ISO
- Develop standards for continuously improving quality of work and ways to measure performance
- Develop ways to improve customer focused quality
- Practice quality tools in identifying areas for improvement.

Who can Benefit:

This Course Will Benefit Junior Staff From All Sectors Who Seek To Improve Their Quality Of Work Within The Organization And Who Are Eager To Broaden Their Knowledge Of Quality Related Aspects.

Prerequisite(s):

Good command of English

Course Outline:

- The Definition of Quality
- Development of Quality
- Quality awareness and its common elements
- Introduction to Total quality management
- Introduction to ISO 9000
- How do we measure quality?
- Customer Focused Quality
- Continuous Improvement
- Quality Tools

Delivery Method:

Instructor Led Classes With Exercises Case Studies And Group Discussions.

Related Training:

- Developing effective working relationships
- Effective communication skills
- TQM & International Standards
- Supervisory skills
- Building a dynamic team
- Basic managerial skills
- Various other Management training courses

Course Duration: 3

