



*Training Course:  
Quality Maintenance*

*3 - 7 June 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Quality Maintenance

Training Course code: SC1963 From: 3 - 7 June 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 5445 € Euro

### Introduction:

Welcome to the Quality Maintenance Training Program! This comprehensive program is designed to equip participants with the knowledge and skills required to effectively maintain and improve quality standards within their organization. Quality maintenance plays a crucial role in ensuring customer satisfaction, operational efficiency, and overall business success. This program will provide valuable insights, practical tools, and best practices to enhance your understanding and implementation of quality maintenance principles.

### Objectives:

By the end of this training program, participants will:

- Gain a clear understanding of the concept and significance of quality maintenance.
- Learn the objectives and benefits of quality maintenance in achieving organizational goals.
- Identify the roles and responsibilities of individuals involved in quality maintenance.
- Acquire practical knowledge of quality control tools, techniques, and methodologies.
- Develop strategies for implementing and sustaining quality maintenance practices.
- Foster a culture of quality and continuous improvement within their organization.

### Target Audience:

This training program is suitable for individuals across various industries who are involved in quality assurance, quality control, production management, or process improvement. The target audience includes:

- Quality Managers and Quality Assurance Professionals: Those responsible for overseeing quality standards and ensuring compliance with regulations and industry best practices.
- Production Managers and Supervisors: Individuals involved in managing production processes and responsible for maintaining quality throughout the production cycle.
- Process Improvement Teams: Teams engaged in identifying and eliminating inefficiencies, defects, and variations in processes to enhance overall quality.
- Operations and Manufacturing Professionals: Individuals involved in day-to-day operations and responsible for maintaining quality standards within their respective departments.
- Quality Auditors: Professionals responsible for conducting internal audits to assess the effectiveness of

quality maintenance practices.

- Anyone interested in enhancing their understanding of quality maintenance principles and practices to contribute to organizational success.

## Outlines:

### Day 1:

#### Introduction to Quality Maintenance

- Introduction to the training program
- Overview of quality maintenance and its importance
- Key concepts and principles of quality maintenance
- Case studies and examples of successful quality maintenance practices
- Interactive activities to engage participants and assess their current understanding of quality maintenance

### Day 2:

#### Objectives of Quality Maintenance

- Understanding the goals and objectives of quality maintenance
- Defining quality standards and performance metrics
- Establishing quality assurance processes and procedures
- Identifying potential risks and challenges in quality maintenance
- Group discussions and exercises on setting quality objectives and aligning them with organizational goals

### Day 3:

#### Target Audience and Roles in Quality Maintenance

- Identifying the key stakeholders involved in quality maintenance
- Roles and responsibilities of individuals in ensuring quality maintenance
- Effective communication and collaboration strategies within the quality maintenance team
- Training and development needs for different roles in quality maintenance
- Case studies and interactive sessions to explore the challenges and best practices in managing different roles

#### Day 4:

##### Tools and Techniques for Quality Maintenance

- Overview of quality control tools and techniques
- Statistical process control methods for monitoring and controlling quality
- Root cause analysis and problem-solving methodologies
- Continuous improvement techniques and methodologies e.g., Lean, Six Sigma
- Hands-on exercises and simulations to practice using quality maintenance tools and techniques

#### Day 5:

##### Implementing and Sustaining Quality Maintenance

- Developing an effective quality maintenance plan
- Strategies for implementing quality maintenance practices
- Auditing and monitoring quality maintenance processes
- Performance measurement and reporting for quality maintenance
- Creating a culture of quality and continuous improvement
- Final discussions, Q&A session, and evaluation of the training program

## Registration form on the Training Course: Quality Maintenance

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
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Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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