



*Training Course:
Master Quality Manager*

*17 - 21 November 2025
Milan (Italy)*

Training Course: Master Quality Manager

Training Course code: MA235196 From: 17 - 21 November 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

Introduction:

Global Horizon Training Center is proud to present the "Master Quality Manager" training program. This comprehensive course is designed to equip participants with the knowledge and skills necessary to excel in the field of quality management. Whether you are a seasoned quality professional or just beginning your career, this program will provide you with valuable insights and practical tools to become a master in quality management.

Objectives:

- To develop a deep understanding of quality management principles and concepts.
- To equip participants with the skills to plan, implement, and maintain effective quality management systems.
- To provide insights into the latest industry trends and best practices.
- To prepare participants for quality management certification exams.
- To foster a culture of continuous improvement and excellence within organizations.

Target Audience:

This program is designed for individuals at various stages of their career in quality management, including:

- Quality Assurance Managers
- Quality Control Inspectors
- Quality Improvement Coordinators
- Process Improvement Specialists
- Quality Management System Auditors
- Professionals aspiring to become quality management experts

Outlines:

Day 1:

Fundamentals of Quality Management

- Introduction to Quality Management Principles
- Quality Management Standards ISO 9001, Six Sigma, etc.
- Role of a Quality Manager
- Quality Culture and Leadership

Day 2:

Quality Management Systems

- Implementing ISO 9001:2015
- Documentation and Process Mapping
- Risk-Based Thinking in Quality
- Internal Auditing

Day 3:

Continuous Improvement

- Lean and Six Sigma Principles
- Root Cause Analysis
- Process Optimization Techniques
- Kaizen and Total Quality Management TQM

Day 4:

Quality Metrics and Measurement

- Key Performance Indicators KPIs
- Statistical Process Control SPC
- Data Analysis and Interpretation
- Design of Experiments DOE

Day 5:

Quality Assurance in Practice

- Supplier Quality Management
- Customer Satisfaction and Feedback
- Change Management and Quality Improvement Projects

Registration form on the Training Course: Master Quality Manager

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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:

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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
- ☐ Please invoice me
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