



*Training Course:
Essentials of Quality Assurance*

*30 June - 4 July 2025
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Essentials of Quality Assurance

Training Course code: MA235992 From: 30 June - 4 July 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5500 € Euro

Introduction:

In a highly competitive, customer-focused global market, the need for consistent product and service quality has never been greater. Organizations striving for operational excellence must build robust Quality Assurance QA systems that not only prevent errors but also promote continuous improvement. Quality Assurance is the foundation upon which sustainable business success is built—ensuring that every process, product, and service meets or exceeds customer expectations and complies with industry standards.

The “Essentials of Quality Assurance” program, developed by Global Horizon Training Center, is designed to equip professionals with a comprehensive understanding of QA principles, methodologies, tools, and best practices. Whether working in manufacturing, services, government, healthcare, or technology, participants will gain hands-on knowledge on how to plan, implement, monitor, and enhance quality management frameworks.

Objectives:

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

- Understand the fundamentals and strategic importance of quality assurance.
- Identify key quality standards e.g., ISO 9001 and compliance frameworks.
- Apply tools and techniques to monitor and improve quality in processes and outputs.
- Develop QA plans, conduct audits, and implement corrective/preventive actions.
- Foster a culture of continuous improvement across departments.
- Analyze root causes of quality issues using structured problem-solving methods.

Course Methodology:

This program uses a practical, interactive approach that includes:

- Instructor-led training and expert insights
- Case studies and real-world applications
- Group workshops and collaborative discussions
- Hands-on exercises with QA tools and templates
- Simulations of quality audits and problem-solving sessions

- Daily recaps, action planning, and course materials for post-training reference

Organizational Impact:

Organizations that invest in quality assurance training will experience:

- Improved consistency in products and services
- Increased customer satisfaction and loyalty
- Reduction in defects, waste, and cost overruns
- Enhanced compliance with international quality standards
- Empowered employees who contribute to quality improvement
- Strengthened brand reputation and market competitiveness

Target Audience:

This course is ideal for:

- Quality Assurance and Quality Control professionals
- Operations, Production, and Process Managers
- Project Managers and Process Improvement Leaders
- Compliance and Regulatory Officers
- Engineers and Technicians involved in product or service delivery
- Professionals seeking to understand or implement ISO standards
- Anyone involved in setting, managing, or evaluating quality systems

Outlines:

Day 1: Introduction to Quality Assurance and Standards

- Welcome and introduction by Global Horizon Training Center
- What is Quality? Definitions, dimensions, and importance
- Difference between Quality Assurance and Quality Control
- Overview of global quality standards ISO 9001, Six Sigma, TQM, etc.

- Benefits of implementing a QA system
- Introduction to the PDCA Plan-Do-Check-Act cycle
- Quality in different sectors manufacturing, services, healthcare

Day 2: Quality Planning and Risk Management

- Components of a QA plan
- Setting quality objectives and KPIs
- Identifying and managing quality risks
- Document control and process standardization
- Roles and responsibilities of the QA team
- Introduction to Failure Mode and Effects Analysis FMEA

Day 3: Quality Tools, Data Analysis, and Improvement Techniques

- Basic quality tools: Pareto charts, histograms, fishbone diagrams, flowcharts
- Statistical Process Control SPC fundamentals
- Root Cause Analysis RCA techniques
- Continuous Improvement Kaizen and Lean principles
- Use of checklists, control charts, and run charts

Day 4: Auditing and Compliance in QA

- Internal vs. external quality audits
- Steps in conducting a QA audit
- Non-conformance identification and reporting
- Corrective and Preventive Action CAPA procedures
- Audit documentation and follow-up
- Simulated QA audit activity role-play exercise
- Integrating customer feedback into quality systems

Day 5: Building a Quality Culture and Sustaining Excellence

- Leadership's role in quality
- Employee involvement and quality training programs
- Quality communication and awareness campaigns
- Quality scorecards and dashboards
- Aligning QA with organizational strategy
- Capstone project: Designing a continuous improvement plan
- Course review, action planning, and certificate distribution

Registration form on the Training Course: Essentials of Quality Assurance

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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:
Telephone / Mobile:
Personal E-Mail:
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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
- ☐ Please invoice me
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Easy Ways To Register

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