



*Training Course:
Quality Excellence and Strategic Gap Analysis*

*7 - 11 September 2026
Kuala Lumpur (Malaysia)*

Training Course: Quality Excellence and Strategic Gap Analysis

Training Course code: MA236602 From: 7 - 11 September 2026 Venue: Kuala Lumpur (Malaysia) - Training Course Fees: 5775 € Euro

Introduction

The **Quality Excellence and Strategic Gap Analysis** program is designed by **Global Horizon Training Center** to equip professionals with the knowledge and practical tools required to build a culture of quality excellence while systematically identifying and addressing organizational performance gaps. The program focuses on integrating internationally recognized quality management principles with strategic planning and continuous improvement methodologies to ensure sustainable organizational success.

Through practical frameworks, case studies, and real-world applications, participants will learn how to evaluate existing quality systems, assess organizational maturity, identify strategic and operational gaps, and develop effective improvement initiatives that enhance performance, customer satisfaction, compliance, and operational excellence.

Objectives

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

- Understand the principles of Quality Excellence and organizational performance management.
- Evaluate current quality systems against international standards and best practices.
- Conduct comprehensive strategic and operational gap analyses.
- Apply quality improvement methodologies to eliminate performance gaps.
- Utilize quality assessment tools and performance measurement techniques.
- Develop strategic action plans that align quality initiatives with organizational objectives.
- Strengthen continuous improvement culture across departments.
- Prepare organizations for quality certifications, audits, and excellence awards.

Target Audience

This program is designed for:

- Quality Managers and Quality Assurance Professionals
- Continuous Improvement and Operational Excellence Specialists
- Internal Auditors and Compliance Officers

- Strategic Planning Managers
- Operations and Project Managers
- Process Improvement Professionals
- Business Excellence Teams
- Consultants involved in organizational performance improvement

Outlines

Day 1:

Foundations of Quality Excellence

- Principles of Quality Excellence
- Evolution of Quality Management Systems
- Organizational Excellence Models
- Customer-focused quality culture
- Leadership's role in quality excellence
- Quality management principles and best practices
- Relationship between quality, performance, and organizational success

Day 2:

Strategic Gap Analysis Methodology

- Introduction to Strategic Gap Analysis
- Understanding current state versus desired future state
- Identifying organizational performance gaps
- Benchmarking against international standards and industry best practices
- SWOT Analysis and strategic assessment techniques
- Risk-based thinking in quality management
- Gap prioritization methodologies

Day 3:

Quality Assessment and Performance Evaluation

- Quality assessment frameworks
- Process mapping and performance evaluation
- Root Cause Analysis techniques
- Data collection and quality performance measurement
- Key Performance Indicators KPIs for quality excellence
- Identifying opportunities for operational improvement
- Practical workshop: Conducting a Quality Excellence Assessment

Day 4:

Developing Strategic Improvement Plans

- Designing corrective and preventive action plans
- Strategic quality improvement initiatives
- Resource planning and implementation strategies
- Aligning improvement projects with organizational objectives
- Change management for quality transformation
- Monitoring implementation effectiveness
- Case studies on successful quality excellence initiatives

Day 5:

Sustaining Quality Excellence and Continuous Improvement

- Continuous Improvement methodologies PDCA, Kaizen, Lean principles
- Building a culture of quality excellence
- Monitoring organizational performance and maturity
- Preparing for quality audits and excellence assessments
- Measuring long-term business impact
- Final workshop: Comprehensive Strategic Gap Analysis and Improvement Roadmap

- Program review, assessment, and feedback

Registration form on the Training Course: Quality Excellence and Strategic Gap Analysis

Training Course code: MA236602 From: 7 - 11 September 2026 Venue: Kuala Lumpur (Malaysia) - Training
Course Fees: 5775 € Euro

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:
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
- ☐ Please invoice me
- ☐ Please invoice my company

Easy Ways To Register

Telephone:
+201095004484 to
provisionally reserve your
place.

Fax your completed
registration
form to: +20233379764

E-mail to us :
info@gh4t.com
or training@gh4t.com

Complete & return the
booking form with cheque
to: Global Horizon
3 Oudai street, Aldouki,
Giza, Giza Governorate,
Egypt.