Global Horizon
TRAINING CENTER

Training Course:
Quality Assurance and Quality Control (QAQC)

15 - 19 August 2027
Doha (Qatar)

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Training Course code: MA234909 From: 15 - 19 August 2027 Venue: Doha (Qatar) - Training Course Fees: 4725 Euro

Introductions

This Quality Assurance and Quality Control training Program is designed to develop the delegates skills in quality assurance and quality control and give them the best practices they require to implement different types of quality programs, including Total Quality Management TQM, within their organization. Quality assurance and control are integral components of a quality management system that ensure that the product or service being delivered meets the customers expectations.

Quality assurance and Quality control systems provide guidance on principles, methods, and best practices for organizations to strive for excellence in everything they do. Quality management is a leadership practice that has a positive impact on the entire work environment. Effective leaders build a solid foundation that allows them to develop truly committed employees with high morale and improved performance, providing employees with opportunities for participation, problem-solving, and teamwork, it creates a level of motivation within each employee.

Objectives:

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

- Define the major benefits to the organization of Total Quality Management
- Understand the impact of leadership to support quality management systems
- Develop measuring and improvement processes for quality assurance and control
- Describe how TQM can be introduced into their workplace
- Identify useful quality improvement techniques for continual improvement
- Discuss the importance of quality standards, models, and awards ISO, TQM, Malcolm Baldrige, EFQM, etc.

Target Audience:

- Senior Management
- Quality Assurance and Quality Management Managers and Staff
- Department Managers

- Team Supervisors
- Human Resource Managers
- Training Managers
- Customer Service Professionals

Outline

Day 1: Principles of Quality Assurance and Control:

- The Core Principles in Achieving Total Quality Management
- Prevention Not Correction
- Customer-focused Quality
- Establishing a Vision, Mission, and Policy
- Identifying Opportunities for Organizational Continuous Improvement
- Building Quality through Teamwork
- Team-building and Leadership Exercise
- Enhancing Verbal and Non-verbal Communication Effectiveness

Day 2: Introduction to Quality Assurance and Control Improvement Techniques:

- Overview and Learning Objectives
- Quality Assurance and Control Principles
- The Concept of Total Quality Management
- The Origin and Philosophy behind Total Quality Management TQM
- Deming's Fourteen Points
- Understanding Six Sigma Methodology
- Lean Principles
- Obstacles to Implementing Total Quality Management TQM
- Traditional Management vs. Total Quality Management

- Introduction to Multiple Quality Improvement Techniques

Day 3: Techniques for Quality Assurance and Control Improvement

- Process Improvement
- Benchmarking: A Point of Reference
- The Baldrige National Quality Program BNQP: Criteria for Performance Excellence
- EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award
- Cause and Effect
- Pareto Chart
- Control Charts
- Practical Scenarios of Implementation of Improvement Ideas
- Methods that Stimulate Creative Thinking
- Measuring Results
- Cost of Quality

Day 4: Implementing a Culture of Quality - The Role of Total Quality Management

- Putting Principles into Practice
- Leadership: Taking Ownership of the Quality Leadership Philosophy
- Total Quality Management as a leadership principle
- Tips for Developing and Coaching Quality Leaders / Employees
- Implement a Business Strategy driven by your Customers
- Focusing on Continuous Improvement - The Role of Audit and Review
- Top-down Leadership Commitment and Involvement
- Barriers to TQM Organizational Culture Change

Day 5: Benefits of Quality Assurance and Control Improvement - Improvement Activities for Your Organization

- Benefits of Implementing Total Quality Management, "best practices"
- To the Customer - Improved Quality

- To the Employee - Increased Satisfaction
- To the Organization - Better Performance
- The Importance of Attitude and Professional Development
- Setting SMART Objectives for Continuous Improvement
- Outlining an Action Plan of Possible Improvement of Ideas for the Organisations

Registration form on the Training Course: Quality Assurance and Quality Control (QAQC)

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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: .....
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.