

Quality Management

Short course; designed in the United Kingdom by
The Institute for Professional and Executive Development - IPED



Specification

Course Title	Quality Management
Category	Short (Executive) Course; Continuing Professional Development (CPD) course
Entry Requirement	None
Mode of Delivery	The course can be delivered: <ul style="list-style-type: none"> o through educational workshops, seminars or events o using online or e-learning methods
Language of delivery	English
Assessment and Certification	No formal assessment such as written examination is required. A learner is deemed to have successfully completed the course through active participation during the delivery of the course.
Total Learning Hours	Flexible. Can be completed in any amount of hours; dependent on learner's circumstances. It is however recommended that the total number of hours should not exceed 30, if actively delivered.
Grading System	None
Study manual	A comprehensive learning material is provided by IPED to support the delivery of this course.
Course Monitoring	The course will be regularly reviewed by the Academic Advisory Board (AAB) to ensure that it remains fit for purpose. The IPED Suggestion and Feedback System will be used to collect information from users of the course to make informed decision on quality improvement.



Course contents



Introduction to Key Issues in Quality Management >>

- 1.1 Explanation of quality and quality management.
 - 1.1.1 Examination of the need for quality management in an organization.
- 1.2 Evaluation of the effect of needs, requirements and expectations of stakeholders on quality management.
- 1.3 Identification of the quality gurus and examination of their works; (Philip Crosby, Edwards Deming, Joseph Juran etc.)
 - 1.3.1 Examination of Crosby's Zero Defect; Deming's 14 point, etc.
- 1.4 Explanation of the concept of Total Quality Management.
- 1.5 Evaluation of the relationship between quality, reliability and safety.
- 1.6 Examination of the dimensions and parameters of quality.
- 1.7 Analysis of product and service characteristics of quality.
- 1.8 Explanation of: Quality planning; Quality control; Quality measurement; Quality improvement; Quality assurance; Quality standards.
- 1.9 Analysis of Six Sigma; DMAIC problem solving technique; Balance Scorecard.
- 1.10 Evaluation of Functional and Process approaches to quality management.
 - 1.10.1 Examination of a Process based management system; Importance and development.
- 1.11 Business Process Re-Engineering; Description and Significance.



Quality management principles>>

Application of the following quality management principles in an organization:

- 2.1 Customer focus
- 2.2 Leadership
- 2.3 Involvement of people
- 2.4 Process approach
- 2.5 System approach to management
- 2.6 Continual improvement
- 2.7 Factual approach to decision making
- 2.8 Mutually beneficial relationships



Contribution of the International Organization for Standardization (ISO) or other similar organization to quality management >>

- 3.1 Discussion of what ISO is, and what it does.
- 3.2 Discussion of how ISO has helped in the management of quality in organizations?
- 3.3 Examination of relevant ISO standards for respective industries or sectors.

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