



TM165: Certified Quality Management Professional



Training Description:

This intensive course covers a complete and up-to-date overview of quality management. It covers the leadership and management in quality; the traits of a true quality leader, role of a leadership in supporting quality management systems and situational leadership in quality; the concept of quality including the benefits of implementing a quality model; and the common quality models, quality gurus and quality philosophies.

Further, the course will also discuss the Deming's 14 Points, Juran's Trilogy, Crosby's Zero Defects and House of Quality and Quality Function Deployment (QFD); the six sigma methodology, lean principles, quality models, awards and methodology as well as Malcolm Baldrige National Quality Award and EFQM; building teams in a quality management system; and the barriers to teams achievement, characteristics of effective teams, team development cycle and team members selection tools.

During this interactive course, participants will learn the improvement tools and techniques that include the seven classic quality tools, cause and effect diagram and pareto chart; the control charts, histogram, check sheet, scatter diagram and flow charts; the process improvement tools, contingency and risk planning and failure mode and effects analysis (FMEA); and the ethics in quality management that covers American society for quality code of ethics.

Training Objectives:

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

- ✓ Get certified as a "Certified Quality Management Professional"
- ✓ Discuss leadership and management in quality covering its similarities and differences, traits of a true quality leader, role of a leadership in supporting quality management systems and situational leadership in quality
- ✓ Define and discuss the concept of quality including the benefits of implementing a quality model
- ✓ Review common quality models, quality gurus and quality philosophies
- ✓ Identify Deming's 14 Points, Juran's Trilogy, Crosby's Zero Defects and House of Quality and Quality Function Deployment (QFD)
- ✓ Carryout six sigma methodology, lean principles, quality models, awards and methodology and Malcolm Baldrige National Quality Award and EFQM
- ✓ Build teams in a quality management system and identify the barriers to team's achievement, characteristics of effective teams, team development cycle and team members selection Tools
- ✓ Implement the improvement tools and techniques that include the seven classic quality tools, cause and effect diagram and pareto chart
- ✓ Illustrate control charts, histogram, check sheet, scatter diagram and flow charts
- ✓ Apply process improvement tools, contingency and risk planning and failure mode and effects analysis (FMEA)
- ✓ Employ ethics in quality management that covers American society for quality code of ethics

Training Designed for:

This course is intended for those who desire to reinforce their skills, knowledge and capacity to understand the quality/organizational excellence body of knowledge of quality management as well as for Leaders,





Supervisors and those who are engaged in quality management implementation and improvement of organizational performance.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ Leadership & Management in Quality
 - Definition, Similarities & Differences
 - Can Leadership be Taught & Developed?
 - Traits of a True Quality Leader
 - Role of a Leadership in Supporting Quality Management Systems
 - Situational Leadership in Quality

DAY TWO:

- ❖ Quality Basics & Definitions
 - Definition & Concept of Quality
 - History of Quality, Benefits of Implementing a Quality Model
 - Review of Common Quality Models
 - Review of Quality Gurus, Quality Philosophies
 - Deming's 14 Points
 - Juran's Trilogy
 - Crosby's Zero Defects
 - House of Quality & Quality Function Deployment (QFD)
 - Six Sigma Methodology
 - Lean Principles, Quality Models, Awards & Methodology
 - Malcolm Baldrige National Quality Award & EFQM
 - Dubai Quality Award
 - HH Sheikh Khalifa Excellence Award
 - ISO 9001:2008
 - Total Quality Management

DAY THREE:

- ❖ Building Teams in a Quality Management System
 - Why Are Teams Important in Quality Management Projects?
 - Barriers to Teams Achievement, Characteristics of Effective Teams
 - Team Development Cycle, Team Members Selection Tools

DAY FOUR:

- ❖ Improvement Tools & Techniques
 - The Seven Classic Quality Tools
 - Cause & Effect Diagram, Pareto Chart, Control Charts
 - Histogram, Check Sheet, Scatter Diagram, Flow Charts
- ❖ Practical Exercises/Case Studies

DAY FIVE:

- ❖ Improvement Tools & Techniques (cont'd)





- Management Elements & Planning Tools: The New Tools
- Process Improvement Tools, Contingency & Risk Planning
- Failure Mode & Effects Analysis (FMEA)
- ❖ **Ethics in Quality Management**
 - American Society for Quality Code of Ethics
- ❖ **Course Conclusion**
- ❖ **POST-TEST and EVALUATION**

Training Requirement:

“Hands-on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) and wallet card(s) will be issued to each participant who successfully completed the course and passed the exam at the end of the course.



Training Fees:

As per the course location - This rate includes participant’s manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.





Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo: aisha@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615

Training & Career Development Department

