

Quality Management - Retired2020

Modality: On Demand

Duration: 2 Hours

About this course:

Quality management ensures that an organization, product or service is consistent. It has four main components: quality planning, quality assurance, quality control and quality improvement. Quality management is focused not only on product and service quality, but also on the means to achieve it. Quality Management offers participants a practical approach to the often-ambiguous topic of managing project quality. Participants will learn valuable skills to define overall project quality and then ensure the defined standards are met.

The average salary for Quality Assurance Manager is **\$104,837** per year.

Course Objective:

After completing this course, students will be able to:

- Explain the role and impact of leadership to support quality management systems
- Describe the importance of quality in organizations and review various quality schools and teachings by quality gurus
- Assess team dynamics and the role of teams to support continual improvement projects
- Compare the most used quality philosophies and tools and use the most appropriate ones to establish priorities within their organization
- Appraise the ethical commitment needed by quality professionals

Audience:

This course is intended for:

- Individuals, leaders, supervisors and all those who are engaged in quality management implementation and improvement of organizational performance.

Prerequisites:

- There are no prerequisites require for this course

Suggested prerequisites courses:

- [Introduction to Project Management](#)

Course Outline:

Course Introduction

- Instructor BIO
- Course Introduction

Module 01 - Concept of Quality

- Module 01 - Concept of Quality
- Module 01 Introduction
- Concept of Quality Part1
- Concept of Quality Part2
- Grade vs. Quality
- Quality Management Part 1
- Quality Management Part 2
- Impact of Poor Quality
- Key Terms Part 1
- Key Terms Part 2
- Key Terms Part 3
- Key Terms Part 4
- Key Terms Part 5
- Key Terms Part 6
- Key Terms Part 7
- Key Terms Part 8
- The Five Major Cost Categories Part 1
- The Five Major Cost Categories Part 2
- 8 Categories of Waste Part 1
- 8 Categories of Waste Part 2
- 8 Categories of Waste Part 3
- Responsibility
- Thought Leaders
- 8.1 Plan Quality Management
- 8.2 Perform Quality Assurance
- 8.3 Control Quality

Module 02 - Customer Input to Quality

- Module 02 - Customer Input to Quality
- Module 02 Introduction
- Customer Types
- Customer Impacts
- Defining Customer Requirements Part 1
- Defining Customer Requirements Part 2
- Defining Customer Requirements Part 3
- Project Characteristics/Attributes Part 1
- Project Characteristics/Attributes Part 2

Module 03 - Plan Quality

- Module 03 - Plan Quality
- Module 03 Introduction
- Quality Planning Part 1
- Quality Planning Part 2
- Scope Statement Part 1
- Scope Statement Part 2
- Product Description
- Operational Definitions Part 1
- Operational Definitions Part 2
- Benchmarking
- Cause and Effect Diagrams
- Process Flowcharting
- Design of Experiments
- Quality Management Plan Part 1
- Quality Management Plan Part 2
- Types of Plans
- A Good Quality Assurance System

Module 04 - Quality Control

- Module 04 - Quality Control
- Module 04 Introduction
- Quality Control Part 1
- Quality Control Part 2
- Cost of Quality
- 7 Basic Quality Tools
- Key Concepts Part 1
- Key Concepts Part 2
- Key Concepts Part 3
- Key Concepts Part 4
- Trend Analysis
- A Good Quality System Will
- Control Charts
- Control Charts Key Terms Part 1
- Control Charts Key Terms Part 2
- In Control
- Variations Part 1
- Variations Part 2
- SIPOC Part 1
- SIPOC Part 2
- Pareto Diagrams Part 1
- Pareto Diagrams Part 2
- Statistical Sampling Terms Part 1
- Statistical Sampling Terms Part 2
- Acceptance Sampling
- Advantages of Acceptance Sampling
- Disadvantages of Acceptance Sampling
- Quality Circles

- Quality Control vs. Assurance
- Continuous Improvement

Module 05 - Six Sigma

- Module 05 - Six Sigma
- Module 05 Introduction
- Six Sigma Part 1
- Six Sigma Part 2
- Performance Aspects of Six Sigma
- Defects Per Million Opportunities
- Six Sigma Advantages Part 1
- Six Sigma Advantages Part 2
- Making Six Sigma Work
- Do You Have A Six Sigma Philosophy?
- The Steps Part 1
- The Steps Part 2
- Implementing Six Sigma in Projects
- The Six Sigma Methodology
- Define
- Measure
- Analyze
- Improve
- Control
- The 6 Six Sigma Challenges - Scope
- The 6 Six Sigma Challenges - Training
- The 6 Six Sigma Challenges - Implementation Model
- The 6 Six Sigma Challenges - Communication
- The 6 Six Sigma Challenges - Measuring Progress
- The 6 Six Sigma Challenges - Risk Management

Course Conclusion

- Course Closure