



Assurance & Control Techniques &  
Best Practices



Website: [www.btsconsultant.com](http://www.btsconsultant.com)

Email: [info@btsconsultant.com](mailto:info@btsconsultant.com)

Telephone: 00971-2-6452630

# Assurance & Control Techniques & Best Practices

## Introduction:

This interactive course is designed to develop the delegates' skills in quality assurance and 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 customer's expectations. Quality assurance and 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.

## Who Should Attend?

Quality Managers, Quality Assurance Engineers/Officials, Quality Engineers, Quality Improvement Professionals, Manufacturing/Process Engineers Project Managers, Corporate Managers, Executive Managers, Senior Managers, Middle Managers, Junior Managers, Human Resource Managers, Board of Directors, Entrepreneurs, Production Managers, Production Supervisors, Product Engineers, Inspectors, Line Leaders, Production Operators, Customer Service Professionals, Training Managers, Practitioners in the field of Quality Management, all those who are engaged in quality management implementation and improvement of organizational performance, those with an interest in quality management systems, those starting their career in quality management, staff who are involved in influencing, formulating or supporting the long term planning and strategy of the quality

department or organization, as well as those who are responsible for linking, measuring and improving the performance of others

## **Course Objectives:**

**By the end of this course delegates will be able to:**

- Describe how TQM can be introduced into their work place
- Identify useful quality improvement techniques for continual improvement
- 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
- Discuss the importance of quality standards, models and awards (ISO, TQM, Malcolm Baldrige, EFQM etc.)

## **Course Outline:**

### **Introduction to Quality Assurance and Control Techniques**

- Quality assurance and control principles
- The concept of Total Quality Management
- The origin and philosophy behind Total Quality Management
- Dr. Deming's Fourteen Points
- Understanding Six Sigma Methodology
- Lean Principles
- Obstacles to implementing TQM
- Case studies and best practices

- Traditional Management versus Total Quality Management

### **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

### **Techniques for Quality Assurance and Control**

- Process improvement
- Benchmarking: a point of reference
- Cause and Effect
- Pareto Chart
- Control Charts
- Breakout session: The power of brainstorming for the best ideas
- Methods that stimulate creative thinking
- Measuring results
- Cost of Quality

### **The Role of Total Quality Management**

- Putting principles into practice
- Leadership: taking ownership of the quality leadership philosophy
- Total Quality Management as 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

### **Benefits of Quality Assurance and Control - 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