



Quality Assurance Principles,  
Techniques & Standards



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# Quality Assurance Principles, Techniques & Standards

## **Introduction:**

Many organizations have adopted structured approaches to managing their operations through various different standards and techniques in order to manage quality assurance. This course will develop delegates' skills in and knowledge of quality assurance and provide them with best practices they will be able to use in improving quality assurance within their organization's including the new ISO9001. The course will provide a background to the various concepts of managing quality in organizations and examine how the risks and opportunities can be successfully managed in organizations through the effective management of quality assurance.

## **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, Finance professionals who want to know more about quality assurance, Finance audit professionals who want to understand more about management systems auditing

## **Course Objectives:**

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

- Be aware of the history of quality assurance and standardization
- Understand the part of effective teamwork in contributing to overall quality assurance in their organization
- State different models and frameworks for quality assurance

- Recognize the importance of the customer in the quality management system
- Understand the latest international frameworks in management systems and discuss some of the benefits these can bring to organizations
- Appreciate methods for identifying and improving interaction in business processes

## **Course Outline:**

### **International Standardization and the Global and Organizational Benefits**

- Brief history of international standardization
- Economic benefits of standardization
- Organizational benefits of standardization
- Standards as a mechanism for controlling organizational risks
- A teamwork approach to quality

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

- An introduction to quality assurance and control
- A history of quality assurance
- Introduction to models of quality assurance and control
- Concepts of Total Quality Management
- Deming's Fourteen Points and other approaches
- The Process approach and ISO9001

### **Process Approach to Managing Quality Assurance**

- The ISO high level structure - Annex SL
- ISO9001 as a framework for managing quality assurance
- The process approach and the organization as a set of inter-related processes
- Risk and opportunity in a quality management system

## **Principles of Quality Assurance and Control**

- Core principles in achieving Total Quality management
- Prevention, not correction
- Customer focused quality
- Establishing vision, mission and policy
- Opportunities for organizational continuous improvement
- Building quality through teamwork

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

- Process improvement
- Benchmarking
- Route cause analysis
- Objectives and KPI's
- Measuring results - the cost of quality