Modern Quality Management Systems (QMS)

BTS
Training & Consultancy

Website: www.btsconsultant.com

Email: info@btsconsultant.com

Telephone: 00971-2-6452630

Modern Quality Management Systems (QMS)

Introduction:

A quality management system (QMS) is a collection of business processes focused on achieving your quality policy and quality objectives, i.e. what your customer wants and needs. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management. Early systems emphasized predictable outcomes of an industrial product production line, using simple statistics and random sampling. By the 20th century, labor inputs were typically the most costly inputs in most industrialized societies, so focus shifted to team cooperation and dynamics, especially the early signaling of problems via a continuous improvement cycle. In the 21st century, QMS has tended to converge with sustainability and transparency initiatives, as both investor and customer satisfaction and perceived quality is increasingly tied to these factors. Of all QMS regimes, the ISO 9000 family of standards is probably the most widely implemented worldwide - the ISO 19011 audit regime applies to both, and deals with quality and sustainability and their integration..

Who Should Attend?

Quality Managers, Project Managers, Production Managers, Production Supervisors, Product Engineers, Inspectors, Line Leaders, Production Operators, Those with responsibility for implementing quality management systems, Those with an interest in quality management systems, Those starting their career in quality management, Corporate Managers, Executive Managers, Senior Managers, Middle Managers, Junior Managers, Human Resource Managers, Board of Directors, Entrepreneurs

Course Objectives:

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

- Demonstrate their appreciation for consumer and client demand for quality
- Demonstrate their awareness of consumers' increasing quality consciousness
- Exhibit an understanding of the role of Quality Systems
- Creating a positive organizational image
- Lowering operational costs
- educing or averting product or service liability litigation
- Demonstrate their understanding of 'Modern Control Systems'
- Determine the place of mutual adjustment, as a coordinating mechanism within specific organizational settings – determined by their sizes and stages of development, and work process
- Determine how management information systems support organizational control
- Determine the cybernetic value of computerized information system in general organizational functioning and specifically management control system
- Evaluate the impact of a haphazard management accounting system on the overall organizational control mechanism
- Explain the import conversion export process
- Indicate when managerial control should be relaxed, to facilitate organizational development, quality improvement and continuous professional development
- Establish quality objectives
- State quality objectives as precisely as possible
- Set quality objectives in relation to other organizational objectives
- Relate objectives to specific actions, whenever necessary
- Pinpoint expected results

- Specify when goals are expected to be achieved
- Distinguish between strategic, tactical and operational quality objectives
- Establish a ‘quality-throughput accounting balance’
- Demonstrate how a continuous improvement strategy might be designed and implemented
- Illustrate how just-in-time system works in practice
- Establish the difference in ‘push’ and ‘pull’ between Just-In-Time (JIT) System and Material Requirement Planning (MRP)
- Demonstrate their understanding of the fundamental differences between JIT and MRP
- Demonstrate the quality benefits of JIT vs. MRP
- Indicate the quality issues involved in JIT and MRP
- Exhibit Their understanding of the Sourcing strategies, which are necessarily employed in JIT and MRP
- Demonstrate their ability to circumvent problems posed by Single Sourcing
- Exhibit their understanding of the fundamental tenets of Total Quality Management (TQM)
- Demonstrate their understanding of the role of the British Standard Institution (BSI) as an International Quality Assessment Body
- Exhibit their ability to plan, establishing & monitor Quality Systems
- Exhibit an understanding of the fundamental principles of Total Quality Management (TQM)
- Demonstrate their ability to Implement and Monitoring TQM
- Demonstrate an understanding of the operational constraints of popular quality systems
- Illustrate the perceptual value of quality assurance

- Exhibit their ability to establish quality assurance from quality objectives
- Demonstrate their ability to Quality Benchmarking
- Evaluate the standards proposed by internationally acclaimed quality protagonists
- Use quality as a basis for conducting an internal and external environmental analysis
- Demonstrate their ability to use quality as the basis for conducting a strategic operational review
- Exhibit their ability to initiate and institutionalize incremental quality improvement
- Demonstrate their ability to Identify areas for quality improvement
- Exhibit an understanding of the role of communication for quality improvement
- Demonstrate their understanding of the role of Research and Development for Quality Improvement

Course Outline:

- **Quality: A Definition**
- **Clients' Quality Consciousness**
- **The Law And Development of Quality Assurance**
- **Using quality as a tool**
- **Modern control systems**
- **Management Information System**
- **Computerized Information systems**
- **Information speed**
- **Information retrieval**
- **Management accounting system**

- **The Import- conversion –export process**
- **The import process**
- **The conversion process**
- **The export process**
- **Operational control system**
- **Service operation**
- **Process scheduling**
- **Loading**
- **Sequencing**
- **Detailed scheduling**
- **Inventory control**
- **Cost control**
- **Quality control**
- **Controlling utilization of organizational resources**
- **Co-ordaining as a control mechanism**
- **Mutual adjustment**
- **Direct supervision**
- **Standardization of work process**
- **Standardization of input-skills, knowledge and attitudes**
- **Standardization of output**
- **Organizational structure as a control function**
- **Communication dissemination**
- **Decision making involvement**
- **The 'IN' inventory**
- **The 'OUT' inventory**
- **The 'JIT' inventory system**
- **The KANBAN System**
- **Establishing quality objectives**

- Stating precise objective
- Setting quality objectives in relation to other organizational objectives
- Relating objectives to specific actions
- Pinpointing expected results
- Specifying when goals are expected to be achieved
- Distinguishing between strategic, tactical and operational quality objectives
- Establishing a ‘quality-throughput accounting balance’
- Continuous Improvement Program
- Just-In-Time (JIT) Compared With Material Requirements Planning (MRP)
- JIT Vs MRP: Component & Material Sourcing Strategy
- The quality benefits of JIT vs. MRP
- The quality issues involved in JIT and MRP
- Kaizen Or Continuous Improvement
- Modern Quality Systems
- The British Standard Institution (BSI) as an International Quality Assessment Body
- The fundamental principles of Total Quality Management (TQM)
- Implementing and Monitoring TQM
- what is the International Organization for Standardization (ISO)
- What 'international standardization' means
- How ISO standards benefit society
- The hallmarks of the ISO brand
- ISO and world trade
- ISO and developing countries
- How to recognize an ISO standard
- The big, wide world of ISO standards

- What makes ISO 9000 and ISO 14000 so special
- What makes conformity assessment so important
- ISO9000 as a quality framework
- The ISO9000 Family
- ISO 1400: An Introduction
- Planning, Establishing & Monitoring Quality Systems
- The perceptual value of quality assurance
- Establishing quality assurance from quality objectives
- Quality Benchmarking
- Guidelines for achieving quality
- Quality and internal and external environmental analysis
- Quality and strategic operational review
- Incremental quality improvement
- Identifying areas for quality improvement
- Communication for quality improvement
- Research and Development for Quality Improvement