



Quality Management Essentials



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Introduction:

This course introduces the student to the principles of management, quality systems and models, quality management tools, process management approaches and customer-focused organizations. To be a great leader you need to continuously monitor and improve your processes. This course introduces you to the concept of quality management and the implementation of continuous process improvement. Implementing quality improvement programs will help you improve patient care and organizational efficiency, and reduce costs. Quality management techniques are among the newest approaches for managing the delivery of healthcare. High quality organizations formally review clinical data and set benchmarks for improving performance. This course will help you identify measurable benchmarks to use in your practice.

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:

- Identify quality management programs
- Review the peer review process for clinical staff
- Identify patient satisfaction and customer service programs
- Give examples of internal processes and systems to participate in payfor-performance programs to enhance healthcare quality
- Identify programs for staff, business and equipment credentialing and licensure
- Demonstrate the necessary knowledge to operate effectively in the quality function

- Assess the adequacy and effectiveness of a quality system
- Select and implement quality functions/activities that are appropriate to the enterprise
- Demonstrate an understanding of quality management tools and use them in the workplace
- Integrate components (building blocks) into a quality system that will improve quality and customer satisfaction

Course Outline:

- Introduction to quality
- The quality system
- Quality models
- Quality management tools
- Process management approaches
- Customer focused organizations
- Customer identification and segmentation
- Customer relationship management and commitment
- Problem solving tools principles or prescription
- Needs, requirements and expectations
- The stakeholders
- Defining quality
- The characteristics of quality
- Achieving sustaining and improving quality
- The nature of quality management
- Goal management or risk management
- Quality management principles
- Quality planning (QP)

- Quality control (QC)
- Quality improvement (QI)
- Quality assurance (QA)
- Level of attention to quality
- A systems approach
- Systems thinking
- Scope of the system
- Design of the system
- Integrated management
- Managing quality using ISO 9000
- Quality management system (development)
- Management responsibility
- Resource management
- Measurement, analysis and improvement
- Performance improvement
- How ISO 9000 made us think about quality
- How we think about ISO 9000
- How we think about quality management systems
- Misconceptions about the ISO 9000 family
- Managing quality using the process approach
- A general philosophy of process management
- Characteristics of a process
- Developing a process-based management system
- Making the case for managing quality more effectively
- Identifying the need
- Defining the objective
- Proving the need
- Establishing feasibility

