informatech



QUALITY AND PRODUCTIVITY | QP-003

Certified Quality Management Professional

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Course content

Why Attend

Quality management has evolved to become an internationally sought-after and rewarding career. The body of knowledge for quality management has expanded to include, among other things, leadership, communication, strategy, and technical skills in quality and project management. This course aims to develop participants' skills and provide them with the tools and methodologies that will enable them to shift into this rewarding career. The course will showcase quality professionals' most common tools and methodologies. Moreover, it will highlight the leadership traits that every quality professional should develop and the team development cycle that a quality team should go through.

The course's exercises, workshops, presentations, role-plays, and group discussions are meant to challenge the participants while making the course enjoyable. Assessments and gap analysis tools will be used throughout the course. Videos will also be shown to emphasize and clarify specific learning points.

By the end of the course, participants will be able to:

• Explain the role and impact of leadership in supporting quality management systems

• Assess the importance of quality in organizations and various quality schools and teachings by quality gurus

• Summarize some of the common improvement methodologies and practices

• Describe team dynamics and the role of teams in supporting continual improvement projects

• Evaluate the most commonly used quality philosophies and tools and use the appropriate ones within their organization

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

• Quality management

• Quality control and assurance

• Applying quality tools

• Leadership

• Team management

• Using quality methodologies



Course content

Course outline

Leadership and Management in Quality

- Definition, similarities, and differences
- Can leadership be taught and developed?
- Traits of a leader in quality management
- The role of leadership in supporting quality management systems
- Situational leadership in quality

Quality Basics and Definitions

- Definition and history of quality
- Quality management systems (ISO9001)
- Benefits of implementing a quality model
- Total Quality Management (TQM)
- Cost Of Poor Quality (COPQ)
- The seven quality secrets
- National quality and excellence awards
- Quality gurus and schools

Improvement Methodologies and Practices

- House of Quality and Quality Function Deployment (QFD)
- Six Sigma methodology
- Lean thinking
- Lean principles
- Eight wastes of Lean (MUDA)



Course content

Course outline

- 5S and Poka Yoke
- Failure Mode and Effects Analysis (FMEA)

Building Teams in a Quality Management System

- The importance of teams in quality management projects
- Barriers to team achievements
- Characteristics of effective teams
- Team development stages
- Team members' selection tools

Improvement Tools and Techniques

- Tool selection
- Brainstorming

The seven classic quality tools

- Check sheet
- Pareto chart
- Cause-and-effect diagram
- Histogram
- Scatter diagram
- Control charts
- Flow charts
- Process mapping and process management
- Management elements and planning tools



Course content

Course outline

- Process auditing “Turtle Diagram”
- American Society for Quality code of ethics



Seminar dates

Available seminar dates

Live dates and pricing for Certified Quality Management Professional generated from the course details page.

Date	Location	Format	Fee
2 - 6 November 2026	Rome - Italy	Classroom	**€3,400.-**
21 - 25 December 2026	Istanbul - Turkey	Classroom	**€2,280.-**
18 - 22 January 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
15 - 19 February 2027	Barcelona - Spain	Classroom	**€3,080.-**
15 - 19 March 2027	London - U.K	Classroom	**€3,360.-**
19 - 23 April 2027	Munich - Germany	Classroom	**€3,400.-**
17 - 21 May 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
21 - 25 June 2027	Istanbul - Turkey	Classroom	**€2,280.-**
19 - 23 July 2027	Rome - Italy	Classroom	**€3,400.-**
16 - 20 August 2027	Istanbul - Turkey	Classroom	**€2,280.-**
20 - 24 September 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
18 - 22 October 2027	Barcelona - Spain	Classroom	**€3,080.-**
15 - 19 November 2027	London - U.K	Classroom	**€3,360.-**
20 - 24 December 2027	Munich - Germany	Classroom	**€3,400.-**

Live online option	Online delivery is available at €1,850.-.