informatech

QUALITY AND PRODUCTIVITY | QP-001

# Principles of Quality Management


**UK**
+44 33 000 111 90
info@informatech.co.uk
https://informatech.co.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

**NL**
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands

# Course content

## Why Attend

Organizations that consistently deliver value to their customers understand that quality is not an act but rather a system of thinking and working. This course introduces participants to the core principles and practical tools of quality management, helping to embed a culture of excellence across operations. Participants will explore how quality influences customer satisfaction, process efficiency, and organizational reputation, and how to implement improvements that are both measurable and sustainable.

## Course Methodology

This course combines interactive lectures, group discussions, case studies, and simulation exercises to engage participants in real-life problem-solving scenarios, ensuring a practical understanding and application of quality management tools and concepts.

## Course Objectives

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

- Explain the principles of quality management and their role in improving organizational performance
- Evaluate the effectiveness of quality systems and tools in different operational contexts
- Apply quality improvement techniques to solve problems and enhance customer satisfaction

## Target Audience

This course is suitable for all employees involved in maintaining or improving quality, including operations staff, quality coordinators, process analysts, engineers, as well as managers and internal auditors.

## Target Competencies

- Understanding quality concepts
- Aligning quality with strategy

# Course content

## Target Competencies

- Monitoring and improving processes
- Evaluating quality systems
- Applying quality tools
- Promoting a culture of continuous improvement

## Course outline

- Quality: Historical and modern perspectives
- Key principles of quality management
- The cost of poor quality
- Quality and customer satisfaction
- Organizational benefits of quality systems
- Overview of quality management systems
- ISO 9001: Structure and core elements
- Process approach and risk-based thinking
- Internal auditing and corrective actions
- Measuring process performance
- Identifying and solving quality problems
- Root Cause Analysis (RCA)
- Introduction to quality tools
- Continuous improvement
- Sustaining quality through employee engagement

# Seminar dates

## Available seminar dates

Live dates and pricing for Principles of Quality Management generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 9 - 13 November 2026 | Barcelona - Spain | Classroom | **€3,400.-** |
| 16 - 20 November 2026 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 7 - 11 December 2026 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 14 - 18 December 2026 | Barcelona - Spain | Classroom | **€3,880.-** |
| 21 - 25 December 2026 | Vienna - Austria | Classroom | **€3,360.-** |
| 18 - 22 January 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 15 - 19 February 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 15 - 19 March 2027 | Cape Town - South Africa | Classroom | **€2,272.-** |
| 19 - 23 April 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 17 - 21 May 2027 | Munich - Germany | Classroom | **€3,400.-** |
| 21 - 25 June 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 19 - 23 July 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 16 - 20 August 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 20 - 24 September 2027 | Paris - France | Classroom | **€3,600.-** |
| 18 - 22 October 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 15 - 19 November 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 20 - 24 December 2027 | London - U.K | Classroom | **€3,360.-** |