informatech



QUALITY AND PRODUCTIVITY | QP-001

Principles of Quality Management

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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
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.-**