

**Training Title**

**QUALITY MANAGEMENT SYSTEM QMS (PROCEDURES & POLICIES)**

**Training Duration**

**5 days**

**Training Dates & Venue**

REF ML115	Quality management system QMS (Procedures & Policies)	5	19-23 Feb. 2024	\$6,000	Singapore
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Training will be held at any of the 5-star hotels. The exact venue will be informed once finalized.

**Training Fees**

- \$6,000 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

**Training Certificate**

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

**TRAINING OVERVIEW**

**TRAINING INTRODUCTION**

The use of quality management has become widespread among organizations during the last decades. The type of organizations that use TQM varies from large to small, private to public and from manufacturing to service organizations. The aims of the businesses may differ, but the impotence of customers is a matter of common interest and the ability of organizations to adapt to new customer requirements on a global market is of vital importance for long-term success. Quality management has been recognized as a major edge for competitiveness and long-term profitability. TQM is not merely a tool or method that is ready for use, but there is a set of underlying principles and philosophies that must be applied in the unique organizational context.

**TRAINING OBJECTIVE:**

Upon completion of this course, participant will be able to:

- Discover the importance of quality in organizations.
- Understand the impact of leadership to support quality management systems.
- Recognize the most used quality philosophies and tools to establish priorities within their organizations.

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- Study international, national and local quality standards, models and awards (ISO, TQM, etc.).
- Understand team dynamics and the role of teams in their continual improvement projects.

### WHO SHOULD ATTEND?

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

### TRAINING METHODOLOGY

There will be interactive discussion based around case studies and videos to highlight course details. Each participant will receive a copy of the comprehensive course notes. The presenter will outline and discuss the topics using computer displays, CD displays and videotapes. The course is designed to have an interactive format to maximize delegate participation. Questions and answers are encouraged throughout and at the daily sessions. Needs-Based case-studies and examples will be discussed in problem solving workshop sessions. This gives participants the opportunity to discuss with other delegates and the presenter their specific problems and appropriate solutions. Only minimum note taking is encouraged to ensure maximum delegate attention during the course.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

### COURSE OUTLINE:

#### Day 1:

#### Leadership and Management in Quality

- Introduction to QMS
- Can leadership be taught and developed?
- Traits of a true quality leader
- Role of leadership in supporting quality management systems
- Situational leadership in quality

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Day 2:

Quality Basics and Definitions:

- Definition and concept of quality
- History of quality
- Benefits of implementing a quality model
- Review of common quality models
- Review of quality gurus
- Quality philosophies
- Deming 14 points
- Crosby zero defects

Day 3:

Implementing ISO 9001:2008:

- What is ISO 9001?
- Introduction to QMS
- Management system standards
- ISO 9000 and ISO 14000
- OHSAS 18001 Occupational Health and Safety
- ISO 9001:2008 is an outline for a Quality Management System
- The ISO 9001 Standard
- The Importance of ISO 9001
- Document quality activities and why quality documentation is so important
- Control of Documents and Control of Records

Day 4:

**ISO 9001: 2008 clause by clause discussion:**

**1. Scope**

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**General**

**Application**

**2. Normative references**

**3. Terms and definitions**

**4. Quality management system**

**4.1 General requirements**

**4.2 Documentation requirements**

**5 Management responsibilities**

**5.1 Management commitment**

**5.2 Customer focus**

**5.3 Quality policy**

**5.4 Planning**

**5.5 Responsibility, authority and communication**

**5.6 Management review**

**6 Resource management**

**6.1 Provision of resources**

**6.2 Human resources**

**6.3 Infrastructure**

**6.4 Work environment**

**7 Product realizations**

**7.1 Planning of product realization**

**7.2 Customer-related processes**

**7.3 Design and development**

**7.4 Purchasing**

**7.5 Production and service provision**

**7.6 Control of monitoring and measuring equipment**

**8 Measurement, analysis and improvement**

**8.1 General**

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8.2 Monitoring and measurement

8.3 Control of nonconforming product

8.4 Analysis of data

8.5 Improvement

**Day 5:**

**ISO 9001: 2008 Audit:**

- Planning an audit
- The purpose of the Quality Manual
- The role of the checklists
- Organizing an opening meeting
- Performing an audit
- Organizing a closing meeting
- Recording non-conformities
- Auditing reports
- Evaluating corrective action

**NOTE:**

**Pre & Post Tests will be conducted**

**Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.**

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