Project &Quality Management · PQ135

Essentials of Quality Assurance

Kuala Lumpur · 28 Dec 2026 - 1 Jan 2027

Date	Venue	Duration
28 Dec 2026 - 1 Jan 2027	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**PQ135**	**English**

Introduction

To manage quality assurance, many organisations have adopted a structured approach to managing their operations through various different standards and techniques. This interactive Oxford Essentials of Quality Assurance training course will improve delegate skills and knowledge of quality assurance, as well as provide them with best practices for improving quality assurance within their organisations, including the new ISO9001.
This training course will provide an overview of the various concepts of managing quality in organisations and will look at how risks and opportunities are frequently successfully managed in organisations through effective quality assurance management.

Course Objectives of Essentials of Quality Assurance

By the top of this training course, delegates are going to be able to:

- Be conscious of the history of quality assurance and standardisation
- Understand a part of effective teamwork in contributing to overall quality assurance in their organisation
- State different models and frameworks for quality assurance
- Recognise the importance of the customer within the quality management system
- Understand the newest international frameworks in management systems and discuss a number of the advantages these can bring back organisations
- Appreciate methods for identifying and improving interaction in business processes

Course Methodology of Essentials of Quality Assurance

The participant will learn by active participation during the course through the utilisation of case materials and exercises which will bring a practical understanding to the concepts of quality assurance and management. this may include the chance to relate the training of the course to “real life” issues in their own organisation and their experience as customers themselves.

Organisational Impact of Essentials of Quality Assurance

- Shared organisational vision for quality assurance and management

- Improved communication within the organisation
- An enriched understanding of the importance of quality and customers to the organisation
- Benefits of an efficient quality management system
- Enhanced quality planning, assurance, and control measures

Personal Impact of Essentials of Quality Assurance

- Increased understanding of the importance of quality management in organisations
- Develop an understanding of how their role can assist the organisation in developing an efficient quality management system
- Expand understanding of how teamwork impacts upon the standard management system
- Develop team work skills
- Increase knowledge of varied quality management frameworks and their application

Target Audience of Essentials of Quality Assurance

- Department Managers
- Team Supervisors
- Human Resources Managers
- Finance Professionals who want to understand more about quality assurance
- Finance Audit Professionals who want to know more about management systems auditing

Course Outline of Essentials of Quality Assurance

DAY 1

International Standardisation and therefore the Global and Organisational Benefits

- Brief History of International Standardisation
- Economic Benefits of Standardisation
- Organisational Benefits of Standardisation
- Standards as a Mechanism for Controlling Organisational Risks
- A Teamwork Approach to Quality
- Teambuilding Exercise

DAY 2

Introduction to Quality Assurance and Control

- An Introduction to Quality Assurance and Control
- A History of Quality Assurance
- Introduction to Models of Quality Assurance and Control
- Concepts of Total Quality Management
- Deming’s Fourteen Points and other Approaches
- The Process Approach and ISO9001

DAY 3

Process Approach to Managing Quality Assurance

- The ISO High Level Structure – Annex SL
- ISO9001 as a Framework for Managing Quality Assurance
- The Process Approach and therefore the Organisation as a group of Inter-related Processes

- Risk and Opportunity during a Quality Management System

DAY 4

Principles of Quality Assurance and Control

- Core Principles in Achieving Total Quality Management
- Prevention, Not Correction
- Customer Focused Quality
- Establishing Vision, Mission and Policy
- Opportunities for Organisational Continuous Improvement
- Building Quality through Teamwork

DAY 5

Techniques for Quality Assurance and Control

- Process Improvement
- Benchmarking
- Baldridge National Quality Programme (BNQP): Criteria for Performance Excellence
- EFQM, Dubai Quality Award and HH Sheikh Khalifa Excellence Award
- Route Cause Analysis
- Objectives and KPI’s
- Measuring Results – the value of Quality

Register or ask about this course online

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