

## Quality Management

**Length:** 24 hours (3 days x 8 hours)

**Required facilities:** VGA projector, white board, pin-board

**Who can participate:** quality managers or team members responsible with project quality, project team members interested in a better understanding of quality planning, quality assurance and quality control activities.

**Course objectives:** the participants get a fundamental preparation regarding the quality management topics that could be applied on the organisation level, but also on the project level.

**Related courses:** Project Management, Risks Management


**Attendees' evaluation:** optional, during the training and/or a final test

**Training written support:** yes

**Description:** the course presents the main concepts, methods and tools related to quality, quality management systems, quality standards, as well as process continuous improvement models. The theoretical concepts are applied during some groups exercises.

### Contents:

1. The concept of quality and its evolution; Quality Guru's
2. Quality Management System; The definition, implementation, certification, maintenance and continuous improvement of a quality management system within an organization
3. ISO 9000 Quality Standards
4. Internal Audits: techniques, tools, guidelines, competences for the internal auditors
5. Project Quality Management: Quality Planning, Quality Assurance and Quality Control within the projects

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6. Quality Methods and Tools: FMEA, 8D, Ishikawa Diagrams, Reviews
  7. Product and Process Quality Indicators
  8. Process Improvements Models: CMMI, SPICE
  9. Continuous Improvement: Six Sigma Methodology