Quality for Managers: Optimising Performance and Satisfaction

Course: **00175**

Filter: **Beginner**

Duration: **3 days**

Category:: **Project Management**

Price: **920,00 €**

About Course

In a constantly changing business environment, quality is an essential lever for ensuring the performance and satisfaction of customers, employees and partners. For managers, integrating an effective quality approach is not just about complying with standards, but also about optimising processes, boosting team commitment and improving the company's competitiveness. This course provides you with the practical keys to understanding and applying the principles of quality, so that you can manage your projects more effectively and achieve your strategic objectives.

What you'll learn

- Implement appropriate methods to build a quality management system that meets the requirements of ISO 9001 v.2015
- Deploy and maintain the QMS

Targeted audience

- Any professional in charge of designing or rebuilding a quality management system
- All certification project managers, coordinators and quality engineers

Pre-requisites

- Knowledge of ISO 9001 v.2015 is required to follow this course

Curriculum

Module 1: Defining the scope of the quality management system

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Module 2: Identifying and taking into account interested parties

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Module 3: Drawing up the quality policy

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Module 4: Implementing the process approach

- Identifying, mapping, understanding, planning and monitoring quality management system processes
- Identifying the different types of process
- Creating a quality management system process map

Module 5: Planning the quality management system

- The players, management, documentation and resources

Module 6: Monitoring and measuring system and process performance

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Module 7: Implementing improvement

- Improvement tools
- Increasing customer satisfaction

Module 8: Using vocabulary wisely

- The vocabulary associated with each stage of training

Module 9: Understanding the stages of the certification project

- Managing your certification project
- Positioning certification among the company's challenges