

MBA in Quality Management: Driving Organizational Excellence

Audit & Quality Assurance
Kuala Lumpur (Malaysia)
25 - 29 Aug 2025

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MBA in Quality Management: Driving Organizational Excellence

Ref: 3047_128495 **Date:** 25 - 29 Aug 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 Euro

Course Description

This intensive 5-day MBA course in Quality Management equips professionals with advanced knowledge and skills to implement effective quality management systems. Participants will explore key concepts, tools, and methodologies to drive organizational excellence, improve processes, and enhance customer satisfaction across various industries.

Learning Objectives

- Understand the fundamental principles and evolution of quality management
- Master essential quality management tools and techniques
- Develop strategies for implementing and sustaining quality initiatives
- Learn to measure, analyze, and improve organizational performance
- Gain insights into leadership's role in fostering a quality-driven culture

Course Modules

Day 1: Foundations of Quality Management

- Evolution of quality management
- Key quality philosophies and frameworks
- Quality management principles
- Introduction to Total Quality Management TQM

Day 2: Quality Management Tools and Techniques

- Statistical Process Control SPC
- Six Sigma methodology
- Lean management principles
- Quality Function Deployment QFD

Day 3: Process Improvement and Performance Measurement

- Process mapping and analysis
- Root cause analysis techniques
- Key Performance Indicators KPIs
- Balanced Scorecard approach

Day 4: Quality Management Systems and Standards

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- ISO 9001 Quality Management System
- Implementing and auditing quality systems
- Continuous improvement methodologies
- Benchmarking and best practices

Day 5: Leadership and Culture for Quality Excellence

- Leadership's role in quality management
- Building a quality-driven organizational culture
- Change management for quality initiatives
- Future trends in quality management

Practical Wins for Participants

- Develop a comprehensive quality management strategy for your organization
- Create a toolkit of quality improvement techniques for immediate application
- Design a performance measurement system aligned with quality objectives
- Formulate an action plan to foster a quality-driven culture in your team or department

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