

# Effective Quality Assurance & Control: Mastering QA/QC

20 – 24 September 2027  
Berlin (Germany)

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## Effective Quality Assurance & Control: Mastering QA/QC

**Ref:** 3059\_129174 **Date:** 20 – 24 September 2027 **Location:** Berlin (Germany) **Fees:** 5200 GBP

### Why This Course

In a highly competitive business environment, organizations must deliver consistent, reliable, and high-quality products and services. Effective Quality Assurance QA and Quality Control QC are essential for preventing defects, optimizing processes, reducing waste, and ensuring customer satisfaction.

A strong QA/QC system not only builds trust with clients but also enhances operational efficiency and long-term organizational performance.

The Effective Quality Assurance & Control Program is an intensive 5-day course designed to equip professionals with the tools, techniques, and strategic insights required to build and sustain world-class quality systems. Through practical exercises, real-world examples, and proven methodologies, participants will learn how to control variability, solve quality problems, and drive continuous improvement.

### What You'll Learn and Practice

By completing this program, participants will be able to:

- Understand the core principles and value of quality assurance and control
- Develop and implement effective QA/QC procedures and documentation
- Apply advanced quality tools such as SPC, FMEA, and root-cause analysis
- Conduct data-driven investigations and implement corrective actions
- Build a culture of quality excellence throughout the organization

### The Program Flow

#### Day 1 - Introduction to Quality Assurance & Control

- Definitions and differences: quality, QA, and QC
- Overview of quality management systems and frameworks
- Key standards and methodologies: ISO 9001, Six Sigma, and more
- Roles, responsibilities, and functions within QA/QC teams

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A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The board is checkered and has concentric circles in the background.

## Day 2 - Quality Planning & Risk Management

- Developing comprehensive quality plans and quality policies
- Performing risk assessment and building mitigation strategies
- Setting quality objectives, KPIs, and performance benchmarks
- Documentation control and best practices in record-keeping

## Day 3 - Quality Control Tools & Techniques

- Statistical Process Control SPC fundamentals
- Root cause analysis: 5 Whys, Fishbone diagrams, and more
- Failure Mode and Effects Analysis FMEA for risk prevention
- Inspection, sampling, and testing methodologies for QC teams

## Day 4 - Continuous Improvement & Problem Solving

- Using the PDCA cycle and Kaizen for continuous improvement
- Quality improvement tools: Pareto analysis, histograms, check sheets
- Corrective and Preventive Action CAPA systems
- Applying Lean and Six Sigma techniques to reduce defects and waste

## Day 5 - Implementing & Sustaining QA/QC Processes

- Building and promoting a strong quality-driven organizational culture
- Training, coaching, and competency development for QA/QC staff
- Supplier quality management and vendor performance control
- Internal auditing, performance evaluation, and quality reporting

## Practical Wins for Participants

Participants will complete the program with the ability to:

- Design, implement, and manage robust QA/QC systems
- Analyze quality data to identify issues and drive effective corrective actions
- Reduce defects and variability through proven quality techniques
- Promote a continuous improvement mindset across the organization

## Organizational Impact

Organizations that adopt strong QA/QC principles benefit through:

- Higher product and service quality
- Reduced rework, waste, and operational costs
- Improved customer satisfaction and brand reputation
- Better compliance with industry and regulatory standards

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A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.

## Training Methodology

This program incorporates:

- Real-world case studies and quality scenarios
- Hands-on exercises with quality tools and data sets
- Group problem-solving workshops and simulations
- Expert-led discussions on global QA/QC best practices

## Beyond the Course

Participants return ready to:

- Lead quality improvement initiatives
- Strengthen QA/QC practices across departments
- Enhance operational reliability and performance
- Support a culture of excellence and continuous improvement

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