BLACKBIRD FOR TRAINING

Effective Quality Assurance & Control: Mastering QA/QC

31 May – 4 June 2027
Baku (Azerbaijan)

UK Traininig
PARTNER



Effective Quality Assurance & Control: Mastering QA/QC

Ref: 3059_129608 **Date:** 31 May – 4 June 2027 **Location:** Baku (Azerbaijan) **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 1-week 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



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



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

