

Effective Quality Assurance & Control: Mastering QA/QC

Audit & Quality Assurance
Vienna (Austria)
22 - 26 Sep 2025

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Effective Quality Assurance & Control: Mastering QA/QC

Ref: 3059_132011 **Date:** 22 - 26 Sep 2025 **Location:** Vienna (Austria) **Fees:** 4400 **Euro**

Course Description

This comprehensive 5-day course on Effective Quality Assurance & Control equips participants with essential skills and knowledge to implement robust QA/QC processes. Attendees will learn industry-standard techniques, best practices, and strategies to improve product and service quality, reduce defects, and enhance customer satisfaction.

Learning Objectives

- Understand the fundamental principles and importance of quality assurance and control
- Learn to develop and implement effective QA/QC processes and procedures
- Master various quality management tools and techniques
- Gain skills in data analysis, root cause identification, and corrective action planning
- Understand how to integrate QA/QC practices into organizational culture

Course Modules

Day 1: Introduction to Quality Assurance and Control

- Defining quality, QA, and QC
- The importance of quality management systems
- Quality standards and regulations ISO 9001, Six Sigma
- QA/QC roles and responsibilities

Day 2: Quality Planning and Risk Management

- Developing quality plans and policies
- Risk assessment and management in QA/QC
- Setting quality objectives and KPIs
- Documentation and record-keeping best practices

Day 3: Quality Control Tools and Techniques

- Statistical process control SPC
- Root cause analysis methods
- Failure Mode and Effects Analysis FMEA
- Inspection and testing methodologies

Day 4: Continuous Improvement and Problem Solving

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- PDCA cycle and Kaizen principles
- Quality improvement tools Pareto charts, fishbone diagrams
- Corrective and preventive action CAPA systems
- Lean Six Sigma concepts for quality improvement

Day 5: Implementing and Sustaining QA/QC Processes

- Developing a quality-focused organizational culture
- Training and competency management for QA/QC
- Supplier quality management
- Auditing and performance measurement

Practical Wins for Participants

- Ability to design and implement effective QA/QC processes
- Skills to analyze quality data and drive continuous improvement
- Knowledge to reduce defects and enhance product/service quality
- Techniques to foster a quality-focused culture within organizations

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. In the background, there are concentric circles emanating from a point on the board.

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