

# Fundamentals of Quality Management: Principles & Practices

Audit & Quality Assurance  
Vienna (Austria)  
07 - 11 Jul 2025

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## Fundamentals of Quality Management: Principles & Practices

**Ref:** 321626\_142305 **Date:** 07 - 11 Jul 2025 **Location:** Vienna (Austria) **Fees:** 4400 **Euro**

### Course Description

This comprehensive 5-day course provides a solid foundation in quality management principles and practices. Participants will learn essential concepts, tools, and techniques for improving organizational performance and driving continuous improvement. The course covers quality planning, assurance, control, and improvement methodologies applicable across various industries.

### Learning Objectives

- Understand core quality management principles and their organizational impact
- Apply key quality tools and techniques for process improvement
- Develop strategies for implementing effective quality management systems
- Analyze and interpret quality data to drive decision-making
- Create action plans for continuous improvement initiatives

### Course Modules

#### Day 1: Introduction to Quality Management

- Defining quality and its importance
- Evolution of quality management
- Quality management principles
- Quality costs and benefits

#### Day 2: Quality Planning and Customer Focus

- Strategic quality planning
- Voice of the customer
- Quality Function Deployment QFD
- Benchmarking for quality

#### Day 3: Quality Control Tools and Techniques

- Statistical Process Control SPC
- Seven basic quality tools
- Measurement systems analysis
- Root cause analysis

#### Day 4: Quality Improvement Methodologies

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

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- Six Sigma methodology
- Lean principles for quality
- Total Quality Management TQM
- Kaizen and continuous improvement

## Day 5: Implementing Quality Management Systems

- ISO 9001 quality management system
- Developing a quality culture
- Change management for quality initiatives
- Quality audits and performance measurement

## Practical Wins for Participants

- Ability to implement effective quality control processes
- Skills to analyze and improve organizational processes
- Knowledge to develop a quality management strategy
- Techniques to foster a culture of continuous improvement

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