

Fundamentals of Quality Management: Principles & Practices

13 – 17 September 2027
Lisbon (Portugal)

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Ref: 321626_142314 **Date:** 13 – 17 September 2027 **Location:** Lisbon (Portugal) **Fees:** 5200 GBP

Why This Course

High-quality processes and products are the backbone of organizational success. This comprehensive 5-day program equips professionals with essential knowledge and practical skills in quality management, enabling them to enhance performance, drive continuous improvement, and foster a culture of excellence. Through real-world examples, hands-on exercises, and expert guidance, participants gain the tools needed to implement effective quality management practices across any industry.

What You'll Learn and Practice

By attending this program, you will be able to:

- Understand core quality management principles and their impact on organizational performance.
- Apply essential quality tools and techniques to improve processes and outcomes.
- Develop and implement strategies for effective quality management systems.
- Analyze quality data to inform decision-making and drive improvement.
- Create actionable plans to foster continuous improvement initiatives.

The Program Flow

Day 1: Introduction to Quality Management

- Defining quality and its organizational importance
- Evolution of quality management practices
- Core quality management principles
- Understanding quality costs and benefits

Day 2: Quality Planning and Customer Focus

- Strategic quality planning
- Capturing the voice of the customer
- Quality Function Deployment QFD
- Benchmarking for quality performance

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

Day 3: Quality Control Tools and Techniques

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

Day 4: Quality Improvement Methodologies

- Six Sigma methodology
- Lean principles applied to quality
- Total Quality Management TQM
- Kaizen and continuous improvement strategies

Day 5: Implementing Quality Management Systems

- ISO 9001 quality management system overview
- Developing a quality-focused organizational culture
- Change management for quality initiatives
- Conducting quality audits and measuring performance

Individual Impact

Participants will leave the course with:

- The ability to implement effective quality control processes.
- Practical skills to analyze, improve, and optimize organizational processes.
- Knowledge to design and execute a comprehensive quality management strategy.
- Techniques to foster a culture of continuous improvement within their teams.

Organizational Impact

Organizations will benefit from:

- Enhanced process efficiency and operational performance.
- Improved product and service quality across departments.
- Stronger systems for monitoring, measuring, and managing quality.
- A culture of continuous improvement and excellence embedded throughout the organization.

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A graphic illustration of a chessboard with several chess pieces. In the foreground, a large gold king piece stands prominently. Behind it, a silver pawn and a silver knight are visible. The board is checkered, and the background features a series of concentric, light gray circles, suggesting a sense of depth or focus.

Training Methodology

- Interactive workshops and practical exercises
- Real-world case studies for applied learning
- Collaborative group problem-solving sessions
- Action planning for implementing quality management practices effectively

Beyond the Course

By the end of the five days, participants will be fully prepared to:

- Lead quality improvement initiatives with confidence.
- Apply data-driven techniques to monitor and improve processes.
- Embed quality principles into organizational culture.
- Drive sustainable performance improvement across teams and operations.

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