

# Quality and Control Management: Mastering Best Practices

Audit & Quality Assurance  
Accra (Ghana)  
28 Jul - 01 Aug 2025

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## Quality and Control Management: Mastering Best Practices

**Ref:** 321695\_144125 **Date:** 28 Jul - 01 Aug 2025 **Location:** Accra (Ghana) **Fees:** 3300 **Euro**

### Course Description

This intensive 5-day course provides a comprehensive overview of quality and control management principles and practices. Participants will learn essential techniques for improving organizational processes, products, and services. The course covers quality assurance, quality control, statistical process control, and continuous improvement methodologies.

### Learning Objectives

- Understand core quality management concepts and their practical applications
- Learn to implement effective quality assurance and control processes
- Develop skills in using statistical tools for process improvement
- Gain knowledge of continuous improvement methodologies like Six Sigma and Lean
- Understand how to create a culture of quality within an organization

### Course Modules

#### Day 1: Foundations of Quality Management

- Introduction to quality management concepts
- Evolution of quality management practices
- Quality management systems and standards
- Creating a quality-focused organizational culture

#### Day 2: Quality Assurance Techniques

- Principles of quality assurance
- Process mapping and analysis
- Risk assessment and management
- Document control and record keeping

#### Day 3: Quality Control Methods

- Statistical process control SPC fundamentals
- Control charts and their applications
- Acceptance sampling techniques
- Root cause analysis and problem-solving tools

#### Day 4: Continuous Improvement Methodologies

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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- Introduction to Six Sigma and DMAIC
- Lean principles and waste reduction
- Kaizen and continuous improvement culture
- Total Quality Management TQM concepts

## **Day 5: Implementing Quality Management**

- Developing a quality management strategy
- Performance measurement and KPIs
- Supplier quality management
- Quality audits and reviews

## **Practical Wins for Participants**

- Ability to design and implement effective quality management systems
- Skills to use statistical tools for process improvement and decision-making
- Knowledge to lead continuous improvement initiatives in their organizations
- Strategies to foster a quality-focused culture and drive organizational excellence

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[www.blackbird-training.com](http://www.blackbird-training.com)



[training@blackbird-training.com](mailto:training@blackbird-training.com)



+44 7480 775526 / +44 7401 177335