BLACKBIRD FOR TRAINING

Quality Management Systems (QMS)

19 – 23 April 2027
Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



Quality Management Systems (QMS)

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Why This Course

In an increasingly competitive global marketplace, quality is the foundation of trust, efficiency, and customer satisfaction.

A robust Quality Management System QMS provides the structure for consistent performance, continuous improvement, and compliance with international standards.

The Quality Management Systems program equips participants with the knowledge, tools, and frameworks to design, implement, and manage an effective QMS across any organization.

It blends ISO 9001 principles, quality assurance practices, and process-based management to ensure excellence, sustainability, and operational efficiency.

Through real-world case studies and practical workshops, participants will learn how to transform quality systems from compliance-driven frameworks into strategic enablers of organizational performance.

What You'll Learn and Practice

By joining this program, you will:

- Understand the principles, structure, and requirements of ISO 9001:2015.
- Learn to design, implement, and maintain a process-based Quality Management System.
- Develop effective quality policies, objectives, and documentation frameworks.
- Apply risk-based thinking and continuous improvement methodologies.
- Strengthen auditing, monitoring, and performance measurement skills.
- Align QMS with organizational strategy, customer expectations, and compliance goals.
- Build a culture of quality, accountability, and continuous improvement.
- Prepare for QMS certification and external audit readiness.



The Program Flow

Day 1: Introduction to Quality and QMS Fundamentals

- Evolution of quality management — from inspection to strategic excellence.
- Understanding the ISO 9001 framework and its relevance today.
- Core principles: customer focus, leadership, engagement, process approach, and improvement.
- The PDCA Plan-Do-Check-Act cycle is a foundation for QMS implementation.
- Case study: How global organizations achieve excellence through structured QMS adoption.

Day 2: QMS Design and Documentation

- The structure of a Quality Management System process approach and hierarchy.
- Developing a quality manual, procedures, and records.
- Defining quality policies and measurable objectives.
- Process identification, mapping, and interrelation analysis.
- Workshop: Building a process map and QMS documentation structure.

Day 3: Risk-Based Thinking and Performance Management

- Integrating risk-based thinking into QMS planning and operations.
- Identifying and mitigating process-related risks and opportunities.
- Setting KPIs and performance indicators for quality objectives.
- Monitoring, measurement, analysis, and performance evaluation.
- Simulation: Performing a QMS risk assessment and developing mitigation actions.

Day 4: Internal Auditing and Continuous Improvement

- The role and methodology of internal audits in QMS.
- Preparing, conducting, and reporting QMS internal audits.
- Nonconformity management, corrective action, and preventive measures.
- Continuous improvement techniques Kaizen, Lean, and Six Sigma integration.
- Group exercise: Conducting a mock internal audit and root cause analysis.

Day 5: Certification, Leadership, and Future of Quality Systems

- Preparing for ISO 9001 certification audits.
- Aligning QMS with other standards ISO 14001, ISO 45001, ISO 27001.
- Leadership commitment and culture of quality excellence.
- Digital transformation of QMS — automation, dashboards, and analytics.
- Final project: Developing a QMS implementation roadmap for your organization.



Individual Impact

- Gain deep expertise in quality management principles and ISO standards.
- Strengthen analytical and leadership skills for managing quality systems.
- Learn to conduct audits, assess performance, and drive continual improvement.
- Build confidence in implementing and maintaining ISO-compliant frameworks.
- Position yourself as a QMS Leader capable of ensuring quality, efficiency, and compliance.

Work Impact

- Improve organizational performance through standardized processes and systems.
- Strengthen compliance and certification readiness.
- Enhance customer satisfaction and stakeholder trust.
- Foster a proactive culture of quality and accountability.
- Drive sustainable improvement and excellence across all business functions.

Training Methodology

This program combines strategic insight, technical application, and experiential learning to ensure lasting impact and operational readiness.

Learning methods include:

- Case studies from certified organizations across industries.
- Interactive workshops on process design, risk management, and auditing.
- Simulation exercises for QMS implementation and performance monitoring.
- Group projects and audit role-play sessions.
- ISO-aligned templates, documentation samples, and toolkits for immediate use.

Beyond the Course

Upon completion, participants will be equipped to design, implement, and manage a comprehensive Quality Management System that ensures operational control, compliance, and continuous improvement.

Graduates of this program will emerge as Quality Management System Professionals — capable of transforming organizational performance through systematic quality assurance and excellence.

