COURSE OVERVIEW TM0079-6M-IH
Quality/Quantity of Work
(E-Learning Module)

Course Title
Quality/Quantity of Work (E-Learning Module)

Course Reference
TM0079-6M-IH

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs)

Course Description

This E-Learning is designed to provide participants with a detailed and up-to-date overview of Quality/Quantity of Work. It covers total quality management and the five approaches of defining quality; the characteristics of TQM leader and types and cost of quality; the annual performance evaluations, performance schedule guideline, employee self-evaluation, goal setting guidelines and manager evaluation; the merit schedule guideline, quality management, quality assurance and strategic approach; and the key contributors to quality management, challenges with service quality and determinants of quality.

During this interactive course, participants will learn the ISO 9000 and 14000 standards, TQM approach and the elements of TQM; the continuous improvement, Six Sigma, problem solving and process improvement; the pareto analysis, control chart, cause-and-effect diagram, run chart, tracking improvements and methods for generating ideas; the benchmarking process, operational quality assurance and PDCA cycle; the risk-based thinking (RBT), risk analysis, process or equipment changes, raw material specification control and document control and review; the effectiveness of corrective actions, internal audits and elimination of preventive action requirement; integrating QMS into business processes; the quality system structures for industry and approaches to quality management; establishing and implementing QMS and the elements and features of TQM; and the ISO compliance matrix and benefits of ISO 9001 and ISO 14001.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on quality/quantity of work
- Discuss total quality management and the five approaches of defining quality
- Characterize TQM leader and identify the types and cost of quality
- Carryout annual performance evaluations, performance schedule guideline, employee self-evaluation, goal setting guidelines and manager evaluation
- Recognize merit schedule guideline and apply quality management, quality assurance and strategic approach
- Identify the key contributors to quality management, challenges with service quality and determinants of quality
- Explain ISO 9000 and 14000 standards, TQM approach and the elements of TQM
- Apply continuous improvement, Six Sigma, problem solving and process improvement
- Illustrate pareto analysis, control chart, cause-and-effect diagram, run chart, tracking improvements and methods for generating ideas
- Employ benchmarking process, operational quality assurance and PDCA cycle
- Apply risk-based thinking (RBT), risk analysis, process or equipment changes, raw material specification control and document control and review
- Discuss the effectiveness of corrective actions, internal audits and elimination of preventive action requirement
- Integrate QMS into business processes and recognize quality system structures for industry and approaches to quality management
- Establish and implement QMS and identify the elements and features of TQM
- Discuss the ISO compliance matrix and the benefits of ISO 9001 and ISO 14001

Who Should Attend

This course provides an overview of all significant aspects and consideration of quality/quantity of work for managers, supervisors, quality assurance personnel, process improvement specialists, project managers, professionals in operations and production, customer service representatives and those who are responsible for ensuring and maintaining high standards of quality within their organizations.

Course Fee

As per proposal

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Contents

- Total Quality Management "Must Know" Concepts for Engineers
- Introduction to TQM
- The Three Quality Gurus
- JURAN
- Philip Crosby
- Commonality of Themes of Quality Gurus
- Definition of Quality
- Five Approaches of Defining Quality
- Transcendental View
- Product Based
- User Based
- Manufacturing Based
- Value Based
- Tow: Triangle of Wisdom
- Characteristics of TQM Leader
- TQO HRM
- Customer Satisfaction: Three Part System
- Indicators for Customer Satisfaction
- Cost of Quality
- Three Views of Quality Costs
- Types of Quality Costs
- Benefits of TQM

- Annual Performance Evaluations
- Overview Principles
- Rating Scale
- Performance Schedule Guideline
- Employee Self-Evaluation
- First Section: Job Competencies
- Second Section: This Year's Goals
- Third Section: Goals for Next Year
- Goal Setting Guidelines
- Fourth Section: Overall Rating
- Fifth Section: Supporting Documents
- Manager Evaluation
- First Section: Job Competencies
- Second Section: This Year's Goals
- Third Section: Goals for Next Year
- Fourth Section: Overall Rating
- Fifth Section: Supporting Documents
- Manager & Employee Meet
- Manager Acknowledgement
- Employee Acknowledgement
- Employee Review Status Summary
- Merit Schedule Guideline
- Human Resources
- Quality Management
- Evolution of Quality Management
- Quality Assurance vs. Strategic Approach
- The Quality Gurus
- Key Contributors to Quality Management
- Dimensions of Quality
- Examples of Quality Dimensions
- Service Quality
- Challenges with Service Quality
- Determinants of Quality
- The Consequences of Poor Quality

- Responsibility for Quality
- Costs of Quality
- Ethics and Quality
- Quality Awards
- Malcolm Baldrige National Quality Award
- Benefits of Baldrige Competition
- European Quality Award
- The Deming Prize
- Quality Certification
- ISO 9000 Standards
- ISO 9000 Quality Management Principles
- ISO 14000
- Total Quality Management
- The TQM Approach
- Elements of TQM
- Continuous Improvement
- Quality at the Source
- Six Sigma
- Six Sigma Programs
- Six Sigma Management
- Six Sigma Technical
- Six Sigma Team
- Six Sigma Process
- Obstacles to Implementing TQM
- Criticisms of TQM
- Basic Steps in Problem Solving
- The PDSA Cycle
- The Process Improvement Cycle
- Process Improvement
- Process Improvement and Tools
- Basic Quality Tools
- Check Sheet
- Pareto Analysis
- Control Chart

- Cause-and-Effect Diagram
- Run Chart
- Tracking Improvements
- Methods for Generating Ideas
- Quality Circles
- Benchmarking Process
- Video: Control Mtgs.
- Video: Teaching Suppliers
- Operational Quality Assurance - Ensuring Quality Across an Organization!
- Decisions in Leadership
- Most Importantly
- OK & what does this have to do with Quality Assurance?
- Define Quality
- Example
- Decisions with Quality Assurance at the Forefront
- QM Standards can help!
- Departments and QM
- Why do we have QAI?
- Departments and QM
- Why do we have a team for QA and CS?
- Departmental Decisions and QM
- Why do we have a team for QA in IT?
- How does this all come together?
- Example
- Invest
- Don't get caught up in the tennis match!
- Prove it before you bruise it!
- Guidance on Conforming to ISO 9001:2015
- ISO 9001 History
- Plan-Do-Check-Act
- PDCA: *PLAN*
- PDCA: *DO*
- PDCA: *CHECK*
- PDCA: *ACT*

- The QMS as a Process
- Support Processes
- New Requirements of ISO 9001:2015
- Clause 4.1: Understanding the organization and its context
- Examples: External Issues
- Examples: Internal Issues
- Clause 4.2: Understanding the Needs & Expectations of Interested Parties
- Examples: Interested Parties
- Clause 6.1: Actions to Address Risks & Opportunities
- Overview: Risk Based Thinking (RBT)
- RBT and the Business Model
- Risk Analysis as Part of Change Control
- Process or Equipment Changes
- Raw Material Specification Control
- Document Control and Review
- Design
- Regulatory Updates
- Outsourced Processes
- Effectiveness of Corrective Actions
- Internal Audits
- Elimination of Preventive Action Requirement
- Is top management committed to the QMS?
- Integrating QMS into Business Processes
- Clause 7.1.6: Organizational knowledge
- Organizational Knowledge examples
- Clause: 6.2 Quality objectives and planning to achieve them
- Documentation and ISO 9001:2015
- Clause 7.5.2: Creating and Updating
- Documentation and ISO 9001:2015
- Suggested Contents of a Quality Manual
- ISO 9001:2015 Summary
- “Verifiable” Requirements
- “Subjective” Requirements
- ISO 9001:2015 Transition Timetable

- ISO 9001:2015 Transition Program
- To learn more
- Quality System Structures for Industry 4.0
- Approaches to Quality
- Approaches to Quality Management
- ISO 9001 and TQM
- ISO 9001
- ISO Standards
- ISO 9001 Principles
- ISO 9001 Approach Based on PDCA Cycle
- Establishing and Implementing QMS
- Total Quality Management: TQM
- 8 Elements of TQM
- 6 C's for Implementing TQM
- Comparing between ISO9000 and TQM
- ISO 9000 and TQM: Which One First?
- Transforming to Smart Manufacturing
- Quality Management in Industry 4.0
- How Industry 4.0 aligns with TQM
- IPOS' Quality Management System under ISO 9001 Standard
- Quality Management System (QMS)
- Quality Objectives
- PDCA Cycle in the QMS
- The ISO Compliance Matrix
- Unique Features in the QMS: Risk Management
- Unique Features in the QMS: Workflow Management
- Unique Features in the QMS: Flowcharts
- Unique Features in the QMS: Example of Flowcharts
- Unique Features in the QMS: Quality Control System
- Unique Features in the QMS: Feedback Systems
- Performance Indicators
- IPOS' Commitment to Quality
- International Organization for Standardization
- Overview of ISO 9001 and ISO 14001

- ISO 9001 and ISO 14001 in brief
- Quality Management
- Environmental Management
- Generic Standards
- Management Systems
- Processes, not Products
- Certification and registration
- Accreditation
- Certification not a Requirement
- Certification is a Business Decision
- ISO does not Certify
- The ISO 9000 Family
- The ISO 14000 Family
- The ISO Survey
- Benefits of ISO 9001 and ISO 14001