MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

QUALITY ASSURANCE & QUALITY CONTROL

""Ensuring Consistency, Compliance, and Continuous Improvement in Products and Processes""

Schedule

Date	Venue	Fees (Face-to-Face)
04 – 05 Mar 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate
19 - 20 Aug 2026	Doha, Qatar	USD 1995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

In a competitive and highly regulated global market, quality is not just a technical requirement—it's a strategic imperative. Organizations must ensure that their products and services consistently meet both customer expectations and regulatory standards. This is where the disciplines of Quality Assurance (QA) and Quality Control (QC) play a vital role.

This 2-day course provides practical knowledge and tools for professionals involved in implementing and maintaining QA/QC systems. Participants will explore modern methodologies, international standards, audit practices, and data-driven decision-making techniques to ensure quality at every stage of operations.

Objectives

By the end of this course, participants will be able to:

- Differentiate between QA and QC and their roles in quality management
- Design and implement quality assurance processes and documentation systems
- Apply quality control tools to monitor and measure performance
- Conduct internal quality audits and identify areas for improvement
- Use data and root cause analysis to drive corrective and preventive actions

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Why Attend

- Learn the key principles of quality assurance and quality control in a clear, practical format
- Gain tools and templates to support QA/QC systems across departments
- Understand how to implement ISO 9001-based quality management practices
- Improve compliance, reduce rework, and increase customer satisfaction
- Be equipped to contribute to or lead quality improvement initiatives

Target Audience

This program is designed for:

- Quality assurance and quality control professionals
- Production, engineering, and operations managers
- Compliance and audit officers
- Project managers and team leaders
- Anyone responsible for maintaining or improving product or process quality

Individual Benefits

Key competencies that will be developed include:

- Quality systems knowledge and ISO 9001 alignment
- QA process development and documentation
- Use of QC tools (e.g., check sheets, control charts, Pareto analysis)
- Root cause identification and corrective action planning
- Internal auditing and compliance readiness

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger quality management practices and documentation systems
- Increased consistency in product and service delivery
- Reduced cost of poor quality, rework, and non-compliance
- Improved readiness for certification or customer audits
- Higher customer satisfaction and trust in quality standards

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – QA/QC fundamentals, ISO 9001 concepts, and compliance context
- Case Studies – Real-world success and failure examples in quality systems
- Workshops – Documentation reviews, defect analysis, and audit preparation
- Peer Exchange – Practical experiences from multiple industries
- Tools – QA checklists, QC forms, audit templates, and corrective action plans

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Course Outline

Training Hours: 07:30 AM – 03:30 PM Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Break: 01:00 – 02:00

Day 1: Quality Assurance Fundamentals

- Module 1: Introduction to QA & QC (07:30 – 09:30) • Definitions, differences, and their roles in quality management • QA/QC and their relationship with ISO 9001 and other standards • Quality policy, planning, and system design
- Module 2: Designing QA Processes (09:45 – 11:15) • Developing SOPs and quality manuals • Supplier and process assurance techniques • QA in documentation and training
- Module 3: Internal Audits and Compliance (11:30 – 01:00) • The audit lifecycle: planning, execution, reporting • Identifying non-conformance and opportunities for improvement • Risk-based thinking in QA systems
- Module 4: Workshop – QA System Mapping (02:00 – 03:30) • Group activity: Designing a QA plan for a sample organization

Day 2: Quality Control Techniques and Application

- Module 5: QC Tools and Applications (07:30 – 09:30) • Introduction to Seven QC Tools • Data collection, check sheets, and control charts • Visual inspection and sampling plans
- Module 6: Root Cause Analysis and CAPA (09:45 – 11:15) • Fishbone diagrams, 5 Whys, and FMEA • Corrective and preventive action processes • Tracking, closing, and learning from CAPA
- Module 7: Driving Continuous Improvement (11:30 – 01:00) • Kaizen, PDCA, and lean principles in QA/QC • Linking QC results to strategic improvement goals • Quality culture and cross-functional collaboration
- Module 8: Final Workshop – QA/QC in Practice (02:00 – 03:30) • Applying tools to a case scenario • Peer review and expert feedback

Certification

Participants will receive a Certificate of Completion in Quality Assurance & Quality Control, validating their understanding and application of best practices in managing, monitoring, and improving quality in operational settings.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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