

CERTIFIED QUALITY MANAGEMENT PROFESSIONAL

“Lead with Quality, Drive Excellence, and Build a Culture of Continuous Improvement”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

In today’s competitive global environment, quality is not just a department—it’s a strategic advantage. The Certified Quality Management Professional course equips participants with the knowledge, tools, and leadership skills required to manage, implement, and sustain quality systems across diverse industries.

This comprehensive program focuses on the principles of Total Quality Management (TQM), ISO 9001 standards, continuous improvement methodologies, and leadership for organizational excellence. Participants will gain a deep understanding of how to align quality management with business objectives, enhance customer satisfaction, and achieve sustainable operational performance.

Designed with practical application in mind, the course combines case studies, workshops, and analytical techniques to help participants master the full spectrum of quality management — from strategy formulation to system implementation and performance evaluation.

Objectives

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

- Understand the principles, frameworks, and best practices of Quality Management.
- Design, implement, and maintain effective quality management systems (QMS).
- Apply ISO 9001 standards and other relevant quality frameworks.
- Lead continuous improvement and change management initiatives.
- Use quality tools and techniques for problem-solving and decision-making.
- Manage customer satisfaction, feedback, and complaint resolution processes.
- Develop leadership and communication skills for effective quality management.
- Prepare for certification as a Certified Quality Management Professional.

Why Attend

Quality is the foundation of organizational success. This course provides professionals with the essential knowledge to lead quality initiatives, improve system performance, and foster an organizational culture built on excellence and accountability.

Whether you're a quality manager, supervisor, or a professional looking to advance your career in quality management, this training will help you gain the confidence and competence needed to achieve measurable results and professional recognition.

Target Audience

This course is ideal for:

- Quality Managers, Engineers, and Supervisors
- Operations and Production Managers
- Project and Process Improvement Leaders
- Management Representatives and Internal Auditors
- Supply Chain and Compliance Professionals
- Business Excellence and TQM Coordinators
- Anyone seeking to develop strong quality management leadership skills

Individual Benefits

- Gain a complete understanding of quality management systems and standards.
- Develop analytical, problem-solving, and leadership skills.
- Learn to use data-driven methods for decision-making and improvement.
- Strengthen your ability to manage audits and ensure compliance.
- Enhance your career potential with a globally recognized certification.
- Contribute effectively to your organization's quality and performance goals.

Organizational Benefits

- Improve product and service quality while reducing costs.
- Achieve compliance with ISO and other international standards.
- Increase customer satisfaction and trust through quality excellence.
- Enhance process efficiency and reduce operational waste.
- Develop strong internal leadership for quality and performance improvement.
- Support a sustainable culture of continuous improvement and innovation.

Instructional Methodology

The course employs a dynamic learning approach that combines:

- Instructor-led lectures and group discussions
- Case studies from real-world quality management scenarios
- Practical exercises on process improvement and problem-solving
- Workshops on ISO 9001 implementation and audit preparation
- Simulations for leadership and decision-making in quality management
- Interactive Q&A and feedback sessions for exam readiness

MAWA EVENTS

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Course Outline

Module 1: Introduction to Quality Management

- The evolution of quality management and its importance in modern organizations
- Principles of Quality Management (Customer focus, Leadership, Engagement, Process approach, Improvement, Evidence-based decision-making, Relationship management)
- Overview of Quality Management Systems (QMS)

Module 2: Quality Management Frameworks and Standards

- ISO 9001:2015 – Structure, clauses, and implementation
- TQM (Total Quality Management) principles and applications
- Baldrige Performance Excellence Framework
- Relationship between ISO, TQM, and continuous improvement models

Module 3: Leadership and Strategic Quality Planning

- The role of leadership in driving quality culture
- Vision, mission, and policy development for quality systems
- Strategic alignment and quality goal setting
- Managing organizational change for quality transformation

Module 4: Process Management and Improvement

- Process mapping and analysis techniques
- Lean principles and Six Sigma overview
- PDCA (Plan-Do-Check-Act) and DMAIC methodologies
- Root cause analysis and corrective/preventive actions

Module 5: Quality Tools and Statistical Techniques

- Basic and advanced quality tools (Pareto, Fishbone, Check Sheets, Histograms, Flowcharts, Control Charts)
- Measurement System Analysis (MSA)
- Statistical Process Control (SPC) fundamentals
- Process capability and data-driven decision-making

Module 6: Customer Focus and Satisfaction Management

- Voice of the Customer (VOC) and customer feedback systems
- Measuring customer satisfaction and loyalty
- Complaint handling and service recovery processes
- Relationship management for customer retention

Module 7: Risk Management and Compliance

- Identifying and assessing risks in quality systems
- Risk-based thinking under ISO 9001:2015
- Regulatory and industry compliance requirements
- Documentation control and record management

Module 8: Internal Auditing and Performance Evaluation

- Internal audit planning, execution, and reporting
- Corrective action and continual improvement follow-up
- Key performance indicators (KPIs) for quality management
- Benchmarking and performance measurement methods

Module 9: Continuous Improvement and Innovation

- Creating a culture of innovation and improvement
- Kaizen and waste reduction techniques
- Best practices for sustaining organizational excellence
- Case studies of successful quality transformations

Module 10: Certification Exam Preparation and Review

- Review of major course concepts and key terms
- Sample questions and mock tests
- Test-taking strategies and time management
- Final Q&A and readiness assessment

Certification

Upon successful completion, participants will receive a Certificate of Achievement – Certified Quality Management Professional. This certification demonstrates mastery of quality management principles, leadership, and best practices in achieving organizational excellence. It validates the participant’s ability to design, implement, and sustain effective quality systems — positioning them as competent and trusted leaders in quality management.

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?
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