MAWA EVENTS

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

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

FUNDAMENTALS OF QUALITY MANAGEMENT

"Build a Strong Foundation in Quality Principles, Standards, and Continuous Improvement."

Schedule

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

Introduction

The Fundamentals of Quality Management course provides a comprehensive overview of the essential principles, tools, and practices that form the backbone of effective quality management systems. It is designed to help participants understand how quality impacts organizational performance, customer satisfaction, and business sustainability.

This course introduces key concepts such as Total Quality Management (TQM), continuous improvement, process management, and quality assurance. Participants will learn how to apply practical quality tools, interpret standards like ISO 9001, and implement strategies that enhance efficiency, consistency, and excellence across all organizational processes.

Objectives

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

- Understand the fundamental principles and concepts of quality management.
- Recognize the importance of quality in achieving business excellence.
- Identify and apply key quality tools and techniques.
- Understand the structure and requirements of ISO 9001:2015.
- Develop a process-based approach to quality improvement.
- Foster a culture of continuous improvement and customer focus.
- Measure, monitor, and improve organizational performance.

MAWA EVENTS

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

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

Why Attend

Quality management is essential for organizations seeking to improve performance, reduce waste, and enhance customer satisfaction. This course builds a strong foundation for professionals new to quality management or those involved in implementing or maintaining quality systems. By attending, you will gain the knowledge and confidence to contribute to your organization's quality improvement efforts effectively.

Target Audience

This course is suitable for:

- Quality Control and Assurance Professionals
- Production and Operations Managers
- Supervisors and Team Leaders
- Engineers and Technicians
- ISO Coordinators and Internal Auditors
- New entrants to quality management roles
- Anyone interested in learning the fundamentals of quality systems

Individual Benefits

- Gain essential knowledge of quality management principles and practices.
- Develop the ability to identify and address quality issues systematically.
- Learn how to use practical tools for process improvement.
- Enhance your understanding of ISO standards and compliance.
- Improve decision-making based on data and performance metrics.
- Strengthen your professional credibility and career prospects.

Organizational Benefits

- Improve product and service quality across all departments.
- Increase customer satisfaction and loyalty.
- Reduce waste, defects, and operational costs.
- Strengthen compliance with international quality standards.
- Enhance internal communication and process efficiency.
- Promote a culture of accountability and continuous improvement.

Instructional Methodology

This course adopts a participative and hands-on learning approach through:

- Instructor-led interactive sessions and group discussions
- Practical examples from real-world quality management systems
- Case studies and problem-solving workshops
- Demonstrations of quality tools and techniques
- Exercises for developing process maps and improvement plans
- Feedback and review sessions for continuous learning

MAWA EVENTS

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

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

Course Outline

Module 1: Introduction to Quality and Its Evolution

Module 2: Key Concepts and Definitions in Quality Management

Module 3: The Principles of Total Quality Management (TQM)

Module 4: ISO 9001:2015 – Structure, Clauses, and Implementation

Module 5: Process Approach and Risk-Based Thinking

Module 6: Quality Tools and Techniques (Pareto, Fishbone, Control Charts, etc.)

Module 7: Continuous Improvement and the PDCA Cycle

Module 8: Measuring and Monitoring Quality Performance

Module 9: Roles and Responsibilities in a Quality Management System

Module 10: Building a Culture of Quality and Customer Focus

Certification

Upon successful completion, participants will receive a Certificate of Completion in Fundamentals of Quality Management, acknowledging their understanding of core quality management principles, tools, and practices essential for driving excellence within organizations.

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**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.