MAWA EVENTS

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

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QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT IN OPERATIONS

"Enhance operational efficiency and effectiveness through practical quality assurance strategies"

Schedule

Date	Venue	Fees (Online)
16 – 17 Nov 2025	Online	USD 700 per delegate

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

Introduction

In today's competitive business environment, maintaining high operational standards and continuously improving performance are critical for organizational success. This 2-day online training provides participants with practical tools and methodologies for implementing effective quality assurance practices and driving operational performance improvement. Participants will explore strategies to monitor, evaluate, and enhance operational processes for consistent and measurable results.

Through interactive sessions and case studies, attendees will gain hands-on experience in identifying performance gaps, implementing corrective actions, and leveraging quality improvement frameworks. The program is designed to equip professionals with actionable skills to optimize operational efficiency, enhance customer satisfaction, and strengthen organizational outcomes.

Objectives

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

- Understand the principles and frameworks of quality assurance in operations.
- Analyze operational processes and identify performance gaps.
- Implement strategies for continuous performance improvement.
- Monitor and evaluate operational efficiency and effectiveness.
- Apply quality improvement tools and methodologies in real-world scenarios.

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Why Attend

- Gain practical knowledge of quality assurance and operational improvement.
- Learn tools and techniques to enhance process efficiency and effectiveness.
- Improve organizational performance and service quality.
- Network with peers facing similar operational challenges.
- Acquire skills that can be implemented immediately for measurable results.

Target Audience

This program is designed for:

- Operations managers and supervisors.
- Quality assurance and quality control professionals.
- Process improvement specialists.
- Team leaders and department heads responsible for operational efficiency.
- Professionals involved in organizational performance management.

Individual Benefits

Key competencies that will be developed include:

- Practical understanding of quality assurance principles and frameworks.
- Skills in analyzing operational processes and identifying gaps.
- Ability to implement corrective and improvement actions.
- Proficiency in using performance improvement tools and methodologies.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced operational efficiency and consistency.
- Improved service quality and customer satisfaction.
- Better identification and resolution of process gaps.
- Strengthened culture of continuous improvement and performance excellence.

Instructional Methodology

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

- Strategy Briefings – Deep dive into quality assurance frameworks and performance improvement techniques.
- Case Studies – Real-world examples of operational improvement initiatives and success stories.
- Workshops – Hands-on exercises in process analysis, performance monitoring, and corrective action planning.
- Peer Exchange – Group discussions on challenges and lessons learned in operational excellence.
- Tools – Templates, checklists, and performance monitoring frameworks for immediate application.

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Course Outline

Detailed 2-Day Course Outline

Training Hours: 9:00 AM – 5:00 PM Daily Format: 3–4 Learning Modules | Coffee Breaks & Lunch Break included

Day 1: Fundamentals of Quality Assurance and Operational Performance (09:00 – 04:00)

Module 1: Introduction to Quality Assurance (09:00 – 11:00)

- Principles and importance of quality assurance in operations.
- Key frameworks and standards.
- Aligning quality assurance with organizational objectives.

Module 2: Process Analysis and Performance Measurement (11:15 – 01:00)

- Mapping operational processes.
- Identifying performance indicators and gaps.
- Methods for data collection and analysis.

Module 3: Corrective Actions and Improvement Strategies (02:00 – 04:00)

- Techniques to address performance gaps.
- Planning and implementing process improvements.

Day 2: Advanced Performance Improvement and Monitoring (09:00 – 04:00)

Module 4: Continuous Improvement Tools (09:00 – 11:00)

- Lean, Six Sigma, and Kaizen approaches.
- Application in operational workflows.

Module 5: Monitoring and Evaluation (11:15 – 01:00)

- Techniques to track performance improvements.
- Reporting and communicating operational progress.

Module 6: Case Studies and Action Planning (02:00 – 04:00)

- Analysis of successful operational improvement projects.
- Developing actionable plans for immediate implementation.

Certification

Participants will receive a Certificate of Completion in Quality Assurance and Performance Improvement in Operations, validating their expertise in improving operational efficiency, implementing quality assurance practices, and driving performance excellence.

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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