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Quality Management Course

Email Contact: info@educba.com



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Course Overview

You get to learn Total Quality Management (TQM) and its application in industries, Quality models, ISO standards, Lean Six Sigma, Lean Manufacturing, Defect Management and lot other concepts.

This course will teach you all the necessary quality checks required in your company, also at what stage, and how to produce the best out of minimum production cost.

Quality Management Skills

We will be learning how to represent the data using the pivot table.

Quality Control: You will learn about quality control and management in this course. You will learn how to decrease errors, increase profit and assure quality by the end of this Quality Management Certification Course course.

ISO Certified Courses: You will learn how to get your organization certified under ISO 9000, ISO 27001 and Lean Six Sigma Green Belt.

Course Features



Course Duration- 64 + Hours



Number of Courses



Verifiable Certificates



Lifetime Access



Technical Excellence

About Quality Management

Quality Management is all about enhancing, improving and maintaining the quality of products manufactured and services provided, by following some vital tools and standards, in order to give maximum satisfaction to the customers by utilizing minimum but best resources.

It is a very Structured and Comprehensive programme, and is different to each and every organization, depending upon the manufacturing.

It teaches us how to keep a check on quality at every stage of the workflow.

Quality Management Course

This is a Bundle Course that includes complete in-depth Quality Management Learning Courses combined into one Complete Course.

This Bundle perfectly meets the requisite of the industry and gives you a better chance of being hired as a Quality Management professional.

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TQM Applicability in Industries

Section 1. Six Sigma in TQM

- Six Sigma Introduction
- Six Sigma acceptance and DPMO from 1 to 6 sigma
- Six Sigma (Areas of Improvement and values of 6sigma Organizations)
- Six Sigma hierarchy of experts
- Six Sigma Challenges and Rewards
- Six Sigma DMAIC Process-
- Six Sigma- DFSS and DMADV
- Six Sigma SIPOC COPIS Model

Section 2. Quality Improvement Techniques in TQM

- Quality Improvement Techniques- Histogram
- Quality Improvement Techniques- Run Charts- Example
- Quality Improvement Techniques- Scatter Plots
- Quality Improvement Techniques- Ishikawa Diagrams

Section 3. Statistical Process Control in TQM

- Statistical process
- Statistical Process Control (R Charts, Interpretation)
- Statistical Process Control
- TQM-The Toyota Way



TQM Applicability in Industries

Section 4. Continuous Process improvement in TQM

- Performance Measures
- Supplier Partnership
- Supplier Partnership-(Rating & relationship development with the suppliers)
- Supplier Partnership (Partnering & Criteria to select suppliers)
- Supplier Partnership

Section 5. Employee involvement in TQM

- Employee Involvement-

Section 6. TQM Activity & Customer Satisfaction

- Customer satisfaction
- Customer Satisfaction (Complaints)
- Implementation process and functions of
- Concepts- Leadership
- Intro, definition and scope of TQM activity

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TQM Applicability in Industries

Section 7. Quality Philosophies

- Taguchi loss function criticism
- Philip Crosby and Taguchi loss function
- Juran Trilogy
- Deming Philosophy

- Juran Trilogy
- Theory of Knowledge

- Deming Philosophy
- Quality Philosophies
- Continuation of Quality Costs
- Quality Costs

Section 8. Overview of Total Quality Management

- Quality Planning
- Dimensions of Quality
- Introduction to Quality

Section 9. TQM Tools

- Benchmarking
- TQM Tools
- TQM Tools-QFD-
- TQM Tools-FMEA



TQM Applicability in Industries

Section 10. Lean Principles in TQM

- Quality Improvement Systems-Kaizen
- Lean Principles

Section 11. Quality Circles in TQM

- POKA YOKE
- Quality Circles

Section 1. Quality Association with TQM

- Measurement of Customer Satisfaction
- Everybody's Participation
- Team Oriented Plan

Section 2. Principles of TQM

- Focus on Facts
- Focus on Customer & Employee
- Principle of Customer & Employee
- Management's Commitment towards TQM
- Five principles of TQM

Section 3. Requirement of TQM

- Philosophy, Principles & Concepts of TQM
- Understanding the need of TQM
- Development of TQM
- Historical Evolution of TQM
- Need of TQM

Section 4. Process & Implementation of TQM

- Process to TQM
- Oakland steps to TQM
- Implementation of TQM

Section 5. Approaches of TQM

- TQM in Europe & Developing Nations
- TQM in Japan & USA
- TQM vs Traditional Approach

Section 6. Introduction

- Evolution of TQM
- Learning about TQM
- Introduction to Total Quality Management

Section 7. Cost of Quality

- Cost associated with quality
- Quantification of cost of quality

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Decrease Errors, Increase Profit and Assure Quality

Section 1. Customer Centric Approach

- Customer Centric Approach Fundamentals
- Evolving Consumer Dynamics
- Being More Customer Focussed
- Principles of Redefining Customer Relationship
- Re-cap of previous notes
- Barriers in successful transformation
- Customer Centric Innovation
- Practical steps taken on journey

Section 2. Maintaining A Quality Culture

- Core values of a quality culture and it's significance
- Establishing a mission and vision goal for the organization
- Implementation of quality culture

Section3. Introduction

- Quality Culture vs.Traditional Culture
- Understanding quality culture

Section 4. Customer Relationship Manager

- Introduction and Highlights of CRM
- 10 things customer wish part
- What goes wrong
- Steps to avoid customer service failure
- What is CRM and why we need CRM
- Pareto's law
- Current challenges in CRM

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Decrease Errors, Increase Profit and Assure Quality

Section 5. Quality Assurance in TQM

- Introduction and Shewhart cycle
- Definition of PDCA
- Quality characteristics
- Impact of poor quality assurance
- Identification of risk in QA process
- QA-Criteria, Prevention and Inspection driven
- Purpose of quality assurance

Section 6. Production, Planning & Control

- Key requirements and Elements of PPC
- Re-cap of PPC Management and Inventory planning
- Steps involved in PPC-Routing and Scheduling
- Aims, Objectives and Features of PPC

Section 7. TQM through Six Sigma

- TQM through Six Sigma
- Methods of Six Sigma

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Quality Models

Section 1. Product Integration

- Validation
- Verification
- Product Integration
- Technical Solution
- Requirements Development
- Risk Management

Section 2. Measurement Analysis

- PPQA
- Measurement and Analysis -II
- Measurement and Analysis -I

Section 3. Project Monitoring & Control

- Configuration Management
- Supplier Agreement Management
- Requirements Management
- Project Monitoring and Control

Section 4. Project Planning & Goals

- Project Planning Goal
- Generic practices and related process areas
- Generic Goals

Section 5. Project Management

- Institutionalization
- Engineering process areas and Support process areas
- Project Management
- Equivalent Staging and Process Management

Section 6. Overview of CMMI

- Maturity levels & continued
- Maturity levels
- Capability levels
- CMMI levels
- CMMI Framework
- Intro and History of CMMI



Quality Models

Section 7. Organizational Process

- Integrated Project Management
- Decision Analysis and Resolution
- Organizational Process Definition
- Organizational Process Focus
- Organizational Training

Section 8. Quantitative Project Management

- Organizational Process Performance
- Quantitative Project Management
- Causal Analysis and Resolution
- Organizational Performance Management

Section 1. Course Overview

- Course Overview

Section 2. What is ISO 9000 standard?

- How are these standards Developed
- Recognition across Industries
- ISO 9000 Family of Standards

Section 3. Risk, Control and Governance

- Risks
- Operational Risks for Financial Institutions
- Controls
- Controls for Financial Institutions
- Controls Categories
- PDCA Cycle
- PDCA Cycle Flowchart
- GRC Framework
- GRC Interlinkages
- IT GRC
- Who or what is affected by GRC

Section 4. Implementing ISO 9000

- Effectiveness of ISO 9000
- Advantages and Benefits of ISO 9000
- How do Organizations go about ISO 9000 Certifications
- Organizations go about ISO 9000 Certifications

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ISO 9000 Quality Management

Section 5. How to Implement ISO

- ISO 9000 Model
- PLAN STAGE 1 Identifying Risks
- Risk Statement
- Risk Register
- Discussion, Cause-Effect Matrix, PLAN STAGE 2 Identifying Controls
- Internal Controls - Preventive, Detective
- Simple Examples of Controls in an Organization
- Monitor and Control
- ISO Audit Checklists
- ISO Checklists

Section 6. Getting ISO 9000 certified

- Getting ISO 9000 Certified

Section 7. Take away

- Conclusion and Takeaways



ISO 27001

Section 1. Introduction of ISO 27001

- Introduction
- Reviewing ISO
- ISO 27001 Overview

Section 2. Information Security

- Defining Information Security
- Understanding Information Security
- Information Security Mechanism

Section 3. Information Security Management System

- Information Security Management System Introduction
- Overview of ISO 27001 Certification Process
- Benefits of ISMS Certification
- Information Security Policy
- Risk Assessment

Section 4. Risk Assessment

- Risk Assessment

Section 5. Quantative Risk Assessment

- Quantative Risk Assessment

Section 6. Risk Communication

- Risk Communication

Section 7. Risk Policy, Roles, Responsibilities

- Risk Policy, Roles, Responsibilities
- Risk Reporting & Communication

Section 8.

Qualatative Risk Assement

- Qualatative Risk Assement Intro
- Qualatative Risk Assement
- Difference between Qualatative and Quantative Risk Assessment
- Conclusion Risk Assessment

Section 9.

Risk Assessment Methodology

- Risk Management Standards Step
- Identifying Risk
- Analyse and Evaluate the Risk
- Treatment and Monitor the risks
- Risk Register & Benefits of it

Section 10. Risk Mitigation and Risk Mitigation Strategies

- Risk Mitigation and Strategy



ISO 27001

Section 11. Risk Management Tools & ISO Standard Clauses

- Risk Management Tools & ISO Standard clauses
- ISO Standard Clauses
- ISO 27002 Code of Practice

Section 12.

ISO 27002 Introduction & Scope

- ISO 27002 Introduction & Scope
- Security Policy
- Organization of Information Security Part

Section 13.

Asset Management

- Human Resources Security
- Physical and Environmental Security
- Communication and operations management



ISO 27001

Section 14. Access Control

- Access Control
- Information systems acquisition, development and maintenance

Section 15. Information Security Incident Management

- Information Security Incident Management
- Business Continuity Management
- Compliance

Section 16. Certification ISO 27000 in Organization

- Certification ISO 27000 in Organization
- Example of Risks & Drivers

Section 1. Recognize Phase

- Change Management
- DFSS DMADV
- Lean Management
- Recognize

Section 2. Control Phase

- Control Phase

Section 3. IMPROVE Phase

- IMPROVE
- Improve Phase

Section 4. Analyze Phase

- Analyze

Section 5. Measure Phase

- MSA Introduction
- Data collection Plan and Define As is
- Case Study
- different types of distribution
- Measures of Central tendency Spread
Concept of Shape
- Data types Population & Samples
- Opening lines on Measure phase Data types

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Lean Six sigma for Champions

Section 6. Tools applicable to DEFINE Phase

- SIPOC Process map continues
- Pugh Matrix Affinity diagram Pareto Charts Tree diagram continues
- SIPOC Process map
- EVA TOC VOC C and E Matrix
- Pugh Matrix Affinity diagram Pareto Charts Tree diagram
- Balanced Score Card ABC

Section 7. DEFINE PHASE

- Define

Section 8. Overview of Lean Six Sigma

- Introduction to Lean Six Sigma
- Overview of the course

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Lean Six Sigma Green Belt Certification Training

Section 1. Introduction

- Introduction - Till Measure
- Introduction - Till Change Management

Section 2. Basic Concepts and Terminologies

- Six Sigma Team Formation
- Introduction To Define
- VOC - Voice of Customer
- QFD - Quality Functional Deployment
- Define Tools
- Project Charter

Section 3. Lean Six Sigma Green Belt

- Introduction to Lean & Theory of Constraints
- Value stream mapping
- 7 Wastes
- 5 S
- Poka Yoke
- SMED
- Lean - Kanban
- Introduction to Measure and Balance score

Section 4. Measure

- Measure - MSA
- Measure

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Lean Six Sigma Green Belt Certification Training

Section 5. Analyze

- Analyze

Section 6. Improve & Control

- Improve & Control

Section 1. Lean Manufacturing System- SMED, JIT

- Elements of JIT system
- Introduction to value stream mapping
- Principles and Symbols
- Introduction to SMED
- Steps 1, 2 & 3 in SMED
- Kanban production control system
- Example on Kanban system
- Benefits & Implementation of JIT

Section 2. Lean Manufacturing System- Tools and Techniques

- Lean Tools & SEISO, SEIKETSU and SHITSUKE
- Lean Tool- SEITON
- Introduction to Lean Manufacturing System
- Types of Lean tools
- Steps of lean implementation

Section 3. Total Productive Maintenance (TPM)

- TPM Introduction
- Types of Maintenance
- Overall equipment efficiency
- Pillars of TPM
- Quality Maintenance Pillar
- Safety, Health and Environment Pillar

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Lean Management – Waste Reduction Tools

Section 1. Lean - Waste Reduction Tools

- Lean Tools 5S
- Lean Tools 5S - Seiso, Seiketsu, Shitsuke
- Pictorial form of 5s Concepts, KAIZEN
- Visual Management, Standardization, Poka Yoke, Pull System
- Pull System, Lean Formula, Benefits of Lean

Section 2. What is Lean?

- What is Lean
- Examples on Lean
- Lean types of Activities
- Value Concept
- Value Addition Concept
- Definition of Lean
- Concept of Productivity

Section 3. Concept of Wastes

- Waste of Motion
- Understanding Wastes
- Concept of Wastes
- Overproduction Wastes
- Transportation Wastes
- Waste of Waiting
- Wastage of Defects

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Defect Management with QC

Section 1. Log Defect


- Defect Linkage
- Defect Status
- Steps to Log Defect

Section 2. Introduction to QC

- Introduction to QC
- Defect Management with HP Quality Centre

Section 3. Updating Defects

- Updating Defects
- Advantages of Defect Reporting



Frequently Asked Questions

Why should I do this Quality Management course?

Because there's no better Quality Management course you would find in the market. If you're willing to learn Business Analysis, your search ends here.

What will I receive on successful completion of this quality management certification course?

You will be acknowledged with the completion certificate, by our institute, which can be used as a feather in your resume.

How long is this Quality Management Course?

As this course is self-paced, you can take the course as per your convenience and leisure.



Customer Reviews

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TQM Activity and Customers covers how Total Quality Management should be understood. Good overview of all considered aspects within TQM from customer, organization and employee point of view. Detailed discussion on how to reach customer satisfaction and Employee involvement is also discussed in detail. I loved this Quality Management Certification Course.

MARYNETH DE ROXAS

I think the Quality Management Certification Course was interesting, the topics are very well developed. However, at times it was a bit repetitive. I believe that it is aimed at the general public so it is applicable to several areas. It was not a very long course so it seemed dynamic at times. In synthesis, it was interesting.

Evangelina S. Mogni

it is nice to get some background on this topic, definitely gives you a guide to go through the way you want to take. I also want to add that the monitor it great he is a fluent English speaker who explains to you every matter and provides you the extra push that most of the students need to study besides your school.

Greetings.

Fabrizio Alberti



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Quality Management Course

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