



QUALITY MANAGEMENT – SYLLABUS

MODULE 1: CONTEXT TO QUALITY MANAGEMENT

This training module is aimed to facilitate the following learning objectives:

- Understand the key drivers for economic growth, and their impact on business growth and quality management
- Learn about the main indicators of relevance to address today's economic and business challenges, including the UN Sustainable Development Goals (SDGs), and the impact on quality management
- Understand the basis of a nation's Quality Infrastructure System (QIS) and its impact on quality and international standardization

MODULE 2: INTERNATIONAL STANDARDIZATION

This training module is aimed to facilitate the following learning objectives:

- Describe the characteristics of standardization and standards, and how standards can be classified
- Clarify the benefits of using standards to support global value chains
- Demonstrate relevant organizations and the processes of standards development
- Explain how to find a standard on international, regional or national level
- Get insight into UNIDO's Department of Digitalization, Technology and Innovation (DTI) programmes on standardization support

MODULE 3: INTRODUCTION TO QUALITY MANAGEMENT

This training module is aimed to facilitate the following learning objectives:

- Learn about the history and major development phases of quality management to understand the origin of the different concepts of quality management
- Get to know the basic concepts of quality and quality management
- Get familiar with the differences in quality in manufacturing quality in services
- Learn about the fundamentals of quality inspection, quality control, quality assurance, Six Sigma, quality management and the quality management system
- Become acquainted with the concept of Total Quality Management (TQM) and Business Excellence
- Understand the major benefits of quality management

MODULE 4: QUALITY MANAGEMENT SYSTEM MODELS, IMPLEMENTING QUALITY MANAGEMENT & QUALITY AWARDS

The purpose of this module is to provide an overview of a quality infrastructure system (QIS). By the end of this module you will be able to:

- Get to know the ISO 9000 family of standards
- Learn about the principles, core concepts, implementation process and certification of ISO 9001:2015
- Get familiar with the process of implementing quality management as well as its main barriers and critical success factors
- Discuss the essence of achieving successful changes in corporate culture during the implementation of quality management; and how to avoid resistance to change



MODULE 5: LEADERSHIP AND QUALITY POLICY DEPLOYMENT

This training module is aimed to facilitate the following learning objectives:

- Understand the concept of leadership and the central role and key tasks of the top management in quality management
- Get to know the basic concept and the main steps of the quality policy deployment process
- Learn about the fundamentals of corporate vision, mission, values, strategy, objectives and key performance indicators (KPI) and their interrelations
- Get familiar with the implementation of a quality policy and strategic quality planning
- Learn about the common used tools for quality policy deployment
- Become acquainted with the concept and how to conduct a management review

MODULE 6: ORGANIZING AND MANAGING PEOPLE

The purpose of this module is to provide an overview of the key features and factors for organizing and managing people. By the end of this module you will be able to:

- Understand the concept of people management
- Learn about the central role and key tasks of top management and management for people management as part of quality management
- Get to know the different quality roles, i.e. Quality Manager, Quality Assurance Manager, Quality Control, Internal Quality Auditors

MODULE 7: MANAGING THE SUPPLY CHAIN THROUGH PROCESS MANAGEMENT, CUSTOMER RELATIONSHIPS, SUPPLIER MANAGEMENT, STAKEHOLDER ENGAGEMENT & DAY-TO-DAY BUSINESS

The purpose of this module is to:

- Understand the concept of supply chain management
- Become acquainted with the concept of process management and its application (process mapping, process modelling, process analysis, process optimization and improvement)
- Get familiar with the core concept of a process-based organization and the main process management maturity models
- Learn about the fundamentals and methodologies of Lean management, Six Sigma and Statistical Process Control (SPC)

MODULE 8: MANAGING GOOD GOVERNANCE, SUSTAINABILITY, RISK, ENVIRONMENT, FOOD, HEALTH AND SAFETY & ICT

The purpose of this module is to:

- Get familiar with the concepts and main international standards on good governance and sustainability
- Become acquainted with the main international standards on health and safety, food management, environmental protection, energy management
- Understand the concept of Quality in ICT
- Learn about the fundamentals of Digitalization and Industry 4.0 and the impact for SME
- Get to know the basic standards related to Quality in ICT
- Get insight into the main international standards on information security, cybersecurity and data protection



MODULE 9: PERFORMANCE EVALUATION & CONFORMITY ASSESSMENTS

The purpose of this module is to:

- Understand the concept of performance evaluation of quality management and a quality management system as well as its central roles
- Learn about the fundamentals of conformity assessments
- Get to know the basic conformity assessment techniques (testing, calibration, inspection, peer assessment / peer evaluation, auditing, self-assessment, accreditation, market surveillance) and the related statements of conformity