



One World, One University



شهادة مدير جودة معتمد
Certified Quality Manager (CQM)

متوفر
باللغة
العربية



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❖ **Aims:**

❖ **At the end of this course, the participant should be able to:**

- Learn about the concept of quality and its relationship to competitiveness and customer service.
- Learn about the quality of designs and achieving quality in all operations.
- Learn about the initial frameworks to achieve comprehensive quality and supporting models for those frameworks
- Identify how to adhere to the comprehensive quality management approach through the application of effective leadership.
- Learn how to integrate total quality management into the general policy and strategy for work.
- Learn how to set policies, strategies, and goals according to a comprehensive quality perspective.
- Learn how to design, innovate, and continually improve to obtain quality.





- Determine the most important competitive standards and specifications that help achieve comprehensive quality.
- Learn about the importance of the quality function and work according to specifications and standards.
- Learn about ways to measure performance and the improvement cycle at work.
- Identify ways to measure efficiency, effectiveness, productivity and impact.
- Develop a model for estimating quality costs, performance measurement, and auditing.
- Learn about the comprehensive audit and review systems (internal and external).





Scientific axes:

Basic quality

- the historical development of quality.
- Basic concepts of quality.
- Quality principles.
- Dimensions of quality.
- Cost of the quality.
- ❖ Personnel management
- Personnel resistance to the quality system
- Selection of quality workers
- The management of change
- Management and development of performance
- Encouragement and motivation
- Power and empowerment
- Conflict management





❖ Special Skills of Quality Manager

- Planning
- Organization
- Leadership
- Emotional intelligence
- Managing stress
- Team building
- Time management
- Communication and Connection skills

❖ Total Quality Management

- Total quality management philosophy.
- Process approach.
- Quality management systems.
- ISO 9001 Quality Management System





- ISO 19011 Review Guidelines.

- ❖ Continuous Improvement

- Statistical Quality Tools.
- Non-statistical quality tools.
- Measurements and control.
- Six Sigma - Overview

- ❖ Participants:

- Those who want to work or candidates for a quality manager position
- Fresh graduated quality managers
- All those interested in and studying the field of quality.
- Those who work in quality field in different institution

