

Course No. 1959

Advanced Quality Management Systems & Continuous Improvement Training Course

QUALITY MANAGEMENT SYSTEMS & INTERNATIONAL STANDARDS
QUALITY MANAGEMENT & OPERATIONAL EXCELLENCE

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Advanced Quality Management Systems & Continuous Improvement Training Course provides an advanced, practical framework for strengthening quality management systems and embedding continuous improvement into organizational processes and performance. The program moves beyond basic quality compliance to focus on system effectiveness, process optimization, risk-based management, performance improvement, and sustainable organizational excellence.

Participants will explore advanced approaches to quality management system design, process performance, quality risk management, organizational context, leadership, quality objectives, performance measurement, data-driven decision-making, and management review. The course emphasizes how quality systems can become an active management tool for improving operational reliability, customer value, efficiency, and organizational performance.

The program also examines continuous improvement methodologies and their application to recurring quality problems, process inefficiencies, waste, variation, defects, and performance gaps. Participants will learn how to select and apply appropriate improvement techniques, prioritize improvement opportunities, analyze root causes, implement sustainable corrective actions, and measure the results of improvement initiatives.

Through practical exercises, case studies, process analysis, improvement projects, and management system assessments, participants will develop the ability to evaluate the maturity of quality management systems and establish practical improvement strategies aligned with organizational objectives, risk priorities, customer expectations, and international quality principles.

Objectives

- By the end of the course, participants will be able to:
- Analyze advanced principles and practices for effective quality management systems.
- Evaluate the maturity and effectiveness of existing quality management systems.
- Strengthen process-based approaches to quality management and organizational performance.
- Integrate risk-based thinking into quality planning and operational control.
- Develop quality objectives and performance indicators aligned with organizational priorities.

- Apply data-driven approaches to identify quality trends and performance gaps.
- Analyze process variation, defects, waste, and recurring quality problems.
- Apply structured root cause analysis and problem-solving methodologies.
- Design sustainable corrective and improvement actions.
- Prioritize improvement initiatives according to risk, impact, value, and available resources.
- Establish effective mechanisms for monitoring and measuring improvement results.
- Strengthen leadership involvement and accountability for quality performance.
- Integrate customer requirements and stakeholder expectations into quality improvement.
- Improve the effectiveness of management review and quality governance.
- Develop a practical continuous improvement framework for organizational implementation.

Who Should Attend

This course is designed for quality managers, quality assurance and quality control professionals, quality system coordinators, internal auditors, process owners, operational excellence specialists, continuous improvement professionals, and risk and compliance specialists.

It is also suitable for operations managers, department heads, technical managers, project managers, performance management professionals, HSE specialists, business excellence professionals, and senior managers responsible for improving organizational processes, quality performance, efficiency, and customer satisfaction.

The program is particularly relevant to government entities, banks and financial institutions, oil and gas organizations, manufacturing and engineering companies, construction firms, healthcare organizations, utilities, infrastructure operators, technology companies, and large corporations seeking to strengthen quality systems and establish a sustainable culture of continuous improvement.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Assess the maturity and effectiveness of a quality management system.
- Identify weaknesses and improvement opportunities across organizational processes.

- Develop integrated quality objectives and performance measurement frameworks.
- Establish risk-based quality controls and monitoring mechanisms.
- Analyze quality data to identify trends, variation, and emerging problems.
- Apply advanced techniques for process analysis and performance improvement.
- Conduct structured root cause analysis for complex and recurring problems.
- Select appropriate continuous improvement methodologies for different situations.
- Develop and prioritize quality improvement initiatives.
- Design corrective actions that address both immediate and systemic causes.
- Measure the effectiveness and sustainability of improvement initiatives.
- Strengthen customer-focused quality management practices.
- Improve management review, governance, and accountability mechanisms.
- Establish mechanisms for sustaining improvements and preventing regression.
- Develop a practical roadmap for quality management system development and continuous improvement.
- Lead quality improvement initiatives using structured, evidence-based approaches.

Course Outline

DAY 01

Advanced Quality Management Systems and Organizational Performance

- Evolution of quality management systems and advanced quality practices.
- From quality compliance to organizational performance and excellence.
- Quality management system maturity and effectiveness.
- Organizational context, stakeholders, and strategic direction.
- Process-based quality management.
- Leadership, governance, and accountability for quality.
- Quality policies, objectives, and strategic alignment.
- Integration of risk-based thinking into quality management.
- Quality culture and organizational behavior.
- Identifying systemic weaknesses within quality management systems.

DAY 01 — CONTINUED

- Assessing quality management system effectiveness.

PRACTICAL APPLICATION

Conduct a quality management system maturity assessment and identify critical strengths, weaknesses, risks, and improvement opportunities.

DAY 02

Process Performance, Quality Risk, and Data-Driven Quality Management

- Process mapping and interaction analysis.
- Identifying critical processes and quality characteristics.
- Quality risk identification and assessment.
- Preventive controls and process risk management.
- Process performance indicators and quality metrics.
- Monitoring variation, defects, deviations, and trends.
- Quality data collection and validation.
- Statistical thinking for quality improvement.
- Data-driven problem identification and prioritization.
- Quality dashboards and management reporting.
- Linking quality performance with organizational objectives.

PRACTICAL APPLICATION

Analyze quality performance data, identify significant trends and process weaknesses, and develop a prioritized quality improvement profile.

DAY 03

Advanced Problem Solving and Root Cause Analysis

- Principles of structured problem solving.
- Defining quality problems and their business impact.
- Root cause analysis methodologies.

DAY 03 — CONTINUED

- Cause-and-effect analysis.
- Five Whys and systematic investigation techniques.
- Failure analysis and process breakdown assessment.
- Distinguishing symptoms from root causes.
- Identifying systemic and recurring quality problems.
- Corrective and preventive action planning.
- Evaluating the effectiveness of implemented solutions.
- Preventing recurrence through process and control improvements.

PRACTICAL APPLICATION

Conduct a complete root cause analysis for a complex quality problem and develop a corrective and preventive action plan.

DAY 04

Continuous Improvement Methodologies and Quality Optimization

- Principles and culture of continuous improvement.
- Structured improvement cycles and improvement governance.
- Waste identification and process efficiency.
- Reducing defects, variation, rework, and process losses.
- Process optimization and standardization.
- Prioritizing improvement opportunities.
- Selecting improvement techniques based on problem characteristics.
- Employee involvement and improvement ownership.
- Managing resistance to quality improvement initiatives.
- Measuring improvement benefits and organizational value.
- Sustaining improvements through effective controls and monitoring.

DAY 04 — CONTINUED

PRACTICAL APPLICATION

Develop a continuous improvement initiative addressing a selected quality or process performance problem and define its implementation and measurement approach.

DAY 05

Quality Governance, Management Review, and Sustainable Improvement

- Advanced quality governance and leadership oversight.
- Management review as a strategic performance mechanism.
- Evaluating quality risks, objectives, audit results, and performance.
- Integrating quality management with enterprise risk and operational excellence.
- Establishing quality improvement portfolios.
- Monitoring improvement initiative performance.
- Measuring effectiveness, sustainability, and return on improvement efforts.
- Organizational learning and knowledge management.
- Developing a culture of accountability and continual improvement.
- Assessing quality management system maturity over time.
- Building a long-term quality improvement roadmap.
- Sustaining organizational excellence through integrated quality practices.

FINAL WORKSHOP

Develop an Advanced Quality Management & Continuous Improvement Framework covering system maturity, process performance, quality risks, data analysis, root cause analysis, improvement priorities, governance, performance measurement, implementation, and sustainability.



Register or Request More Information

Course page: <https://quest-training.com/courses/advanced-quality-management-systems-continuous-improvement-training-course>

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