



QUALITY AND PRODUCTIVITY

Certified Quality Management Professional

Course code: QP-003



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Quality management has evolved to become an internationally sought-after and rewarding career. The body of knowledge for quality management has expanded to include, among other things, leadership, communication, strategy, and technical skills in quality and project management. This course aims to develop participants' skills and provide them with the tools and methodologies that will enable them to shift into this rewarding career. The course will showcase quality professionals' most common tools and methodologies. Moreover, it will highlight the leadership traits that every quality professional should develop and the team development cycle that a quality team should go through.

Why Attend

The course's exercises, workshops, presentations, role-plays, and group discussions are meant to challenge the participants while making the course enjoyable. Assessments and gap analysis tools will be used throughout the course. Videos will also be shown to emphasize and clarify specific learning points.

Who Should Attend

Individuals, leaders, supervisors, and all those engaged in quality management implementation and improvement of organizational performance.

— Learning Objectives

- Explain the role and impact of leadership in supporting quality management systems
- Assess the importance of quality in organizations and various quality schools and teachings by quality gurus
- Summarize some of the common improvement methodologies and practices
- Describe team dynamics and the role of teams in supporting continual improvement projects
- Evaluate the most commonly used quality philosophies and tools and use the appropriate ones within their organization

— Course Outline

DAY
1

Leadership and Management in Quality

- Definition, similarities, and differences
- Can leadership be taught and developed?
- Traits of a leader in quality management
- The role of leadership in supporting quality management systems
- Situational leadership in quality

DAY
2

Quality Basics and Definitions

- Definition and history of quality
- Quality management systems (ISO9001)
- Benefits of implementing a quality model
- Total Quality Management (TQM)
- Cost Of Poor Quality (COPQ)
- The seven quality secrets
- National quality and excellence awards
- Quality gurus and schools

DAY
3

Improvement Methodologies and Practices

- House of Quality and Quality Function Deployment (QFD)
- Six Sigma methodology
- Lean thinking
- Lean principles
- Eight wastes of Lean (MUDA)
- 5S and Poka Yoke
- Failure Mode and Effects Analysis (FMEA)

DAY
4

Building Teams in a Quality Management System

- The importance of teams in quality management projects
- Barriers to team achievements
- Characteristics of effective teams
- Team development stages
- Team members' selection tools

DAY
5

Improvement Tools and Techniques

- Tool selection
- Brainstorming
- Day 6: The seven classic quality tools
- Check sheet
- Pareto chart
- Cause-and-effect diagram
- Histogram
- Scatter diagram
- Control charts
- Flow charts
- Process mapping and process management
- Management elements and planning tools
- Process auditing “Turtle Diagram”
- American Society for Quality code of ethics

— Upcoming Classroom Dates

DATE	LOCATION	FEE
19 - 23 October 2026	Istanbul - Türkiye	€1,425
2 - 6 November 2026	Rome - Italy	€2,125
21 - 25 December 2026	Istanbul - Türkiye	€1,425
18 - 22 January 2027	Kuala Lumpur - Malaysia	€1,400
15 - 19 February 2027	Barcelona - Spain	€1,925
15 - 19 March 2027	London - United Kingdom	€2,100
19 - 23 April 2027	Munich - Germany	€2,125
17 - 21 May 2027	Amsterdam - Netherlands	€2,125

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.