

Principles of Quality Management

Course code: QP-001



SPARK TRAINING

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

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— Workshop Overview

Organizations that consistently deliver value to their customers understand that quality is not an act but rather a system of thinking and working. This course introduces participants to the core principles and practical tools of quality management, helping to embed a culture of excellence across operations. Participants will explore how quality influences customer satisfaction, process efficiency, and organizational reputation, and how to implement improvements that are both measurable and sustainable.

Why Attend

This course combines interactive lectures, group discussions, case studies, and simulation exercises to engage participants in real-life problem-solving scenarios, ensuring a practical understanding and application of quality management tools and concepts.

Who Should Attend

This course is suitable for all employees involved in maintaining or improving quality, including operations staff, quality coordinators, process analysts, engineers, as well as managers and internal auditors.

— Learning Objectives

- Organizational Impact of Quality
 - Quality: Historical and modern perspectives
 - Key principles of quality management
 - The cost of poor quality
 - Quality and customer satisfaction
 - Organizational benefits of quality systems Quality Systems, Standards, and Process Control
 - Overview of quality management systems
 - ISO 9001: Structure and core elements
 - Process approach and risk-based thinking
 - Internal auditing and corrective actions
 - Measuring process performance Tools for Quality Improvement
 - Identifying and solving quality problems
 - Root Cause Analysis (RCA)
 - Introduction to quality tools
 - Continuous improvement
 - Sustaining quality through employee engagement

— Course Outline

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Course Content

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 - Quality: Historical and modern perspectives
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— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Amsterdam - Netherlands	€2,125
12 - 16 October 2026	London - United Kingdom	€2,125
9 - 13 November 2026	Barcelona - Spain	€2,125
16 - 20 November 2026	Kuala Lumpur - Malaysia	€1,400
7 - 11 December 2026	Istanbul - Türkiye	€1,425
14 - 18 December 2026	Barcelona - Spain	€2,425
21 - 25 December 2026	Vienna - Austria	€2,100
18 - 22 January 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.