CERTIFICATE IN MANAGING QUALITY AND IMPROVEMENT

PROGRAM OVERVIEW

The Global CERTIFICATE IN MANAGING QUALITY AND IMPROVEMENT is designed to enable **new or aspiring team leaders to** learn the core concepts in managing quality and improvement in an organization. The program has a strong focus on continuous quality improvement, and innovation, and will help learners contribute to the improvement of business processes, service quality, team productivity, and business performance.



LEARNING FORMAT

The program is delivered through:

- **Online Learning** through the Global E-Learning Portal (participants have access to the portal for **6 months** from the date of registration.
- **Assessment** comprising short on-line quizzes for each course. ***No formal written assessment is required.***
- Participants must complete **all 4** of the courses in the program to qualify for the certificate.
- Each course takes approximately **20 hours** to complete.
- **Tutor Support** is available through email, web conferencing and phone, throughout your program.

CERTIFICATION

On completion of the program, all participants will be sent a Global Management Academy parchment Certificate,

ILM QUALIFICATIONS

Candidates can elect to upgrade their Global Certificate to an ILM qualification by completing written assignments for each of the courses in the program. Contact us for more information.

PROGRAM CONTENT

Your program comprises 4 courses:

PROGRAM CONTENT	
Course 1	**FOUNDATIONS IN QUALITY MGT.** Unit 1: Getting Started Unit 2: Understanding Quality Unit 3: Understanding Quality Standards Unit 4: Understanding ISO 9001 Unit 5: Customers and Quality Unit 6: The Costs of Quality Unit 7: Total Quality Management Unit 8: Quality Awards Unit 9: Benchmarking Unit 10: Implementing Quality Unit 11: Wrapping Up
Course 2	**BUSINESS IMPROVEMENT TECHNIQUES** Unit 1: Getting Started Unit 2: Understanding Continuous Improvement Unit 3: Understanding Processes Unit 4: Process Variation and Control Unit 5: Understanding Kaizen Unit 6: Improving Processes Unit 7: Problem Analysis Tools Unit 8: Causal Analysis Tools Unit 9: Analyzing Possible Solutions Unit 10: Implementing the Solution Unit 11: Wrapping Up
Course 3	**FOUNDATIONS IN LEAN 6 SIGMA** Unit 1: Getting Started Unit 2: Understanding Lean Unit 3: Understanding the 7 Wastes Unit 4: Understanding 6 Sigma Unit 5: Understanding Kaizen Unit 6: The Toyota Way Unit 7: Lean 5 S and just in Time Unit 8: Lean Tools Unit 9: Planning Lean 6 Sigma Improvement Unit 10: Wrapping Up
Course 4	**LEADING AN IMPROVEMENT TEAM** Unit 1: Getting Started Unit 2: Defining the Effective Team Unit 3: Setting-up the Improvement Team Unit 4: Planning with DMAIC Unit 5: Developing the Team Work Plan Unit 6: Managing Risk Unit 7: Assigning Work Unit 8: Communicating the Work Plan Unit 9: Monitoring Progress Unit 10: Reviewing your Leadership Unit 11: Wrapping-up