Publication date : 01/29/2024

Quality Manager certification course

Practical course - 11d - 77h00 - Ref. KRQ

This cycle will enable you to acquire the tools and methods needed to understand all aspects of the Quality Manager's job. It will show you how to deploy a quality approach at every stage: positioning, implementation, management, communication, follow-up and auditing. This anticipatory and progressive approach will provide a solid basis for continuous improvement in your position.

Teaching objectives

At the end of the training, the participant will be able to:

- Drawing up a quality policy for your company
- Conduct an internal quality audit and submit an action plan
- Monitor and sustain continuous improvement
- Leading a problem-solving team

Intended audience

Responsable qualité, pilote de processus, animateur qualité, auditeur interne, auditeur qualité.

Prerequisites

Connaissances de base de la norme ISO 9000 et 9001 et de l'approche processus.

Practical details

Hands-on work

Discussions. Practical application in sub-groups. Collective reflection. Case studies. Case studies.

Teaching methods

The fundamentals of quality management are covered in the ref. courses RQM, MPQ and AQI. These courses will be taken first in the cycle (in the order of choice). They will be followed by TBQ, then DAQ, in that order.

PARTICIPANTS

Responsable qualité, pilote de processus, animateur qualité, auditeur interne, auditeur qualité.

PREREQUISITES

Connaissances de base de la norme ISO 9000 et 9001 et de l'approche processus.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant’s academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they’ve developed.

Course contents

This course consists of the following modules :

Quality manager certification

Ref. KRY - 1 day ★ 5 / 5

Course schedule

1 Quality manager, the job

- Introduction to the QMS. Understanding the ISO 9000 management model.
- Integrate continuous improvement and PDCA logic into the QMS structure.
- Définir les enjeux et attentes de l'entreprise pour déterminer la politique qualité. Fixer des objectifs cohérents.
- Cross-functional management. Develop internal relations to create your own network.
- Define the quality management system and its organization.
- Identify steering processes.
- Position your role, responsibility and authority.
- Build your management dashboard.
- Identify the arguments needed to win support for the project.
- Choosing a communication model. Understand the impact of communication on the organization.
- Manage and use audits. Progress from non-conformities.
- Practical tools for continuous improvement.

Hands-on work

Drawing up a quality policy, mapping the processes of a typical company and identifying priority processes. Creation of a dashboard. Role-playing to define your communication and present your quality management system.

2 Managing through quality processes

- Understand the basics of the process approach: the relationship between ISO 9001 and processes.
- Create processes: define scope, study process environment.
- Development of internal customer/supplier relations (RCFI).
- Managing by process. The role of the process manager.
- Change management and motivation for action.
- Process review (PDCA method: Plan-Do-Check-Correct).
- Process maturity measurement (analysis grid).
- Process risk management. Elaboration of process criticality.

Hands-on work

Draw up a process map for a typical company and identify priority processes. Define interaction between processes. Creation of a table and steering indicators. Prepare a process review, define improvement action plans.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

3 Conducting an internal quality audit

- Identify audit typologies. Position the audit within the quality management system.
- Apply PDCA logic.
- Design a quality audit program.
- Define audit scope and objectives. Plan the company's audit program.
- Draw up a framework of questions. Prepare for the audit visit (interview).
- Conducting the interview.
- Practicing active listening (listening, reformulating, rephrasing, refocusing). Conflict avoidance (karpman).
- Drafting of report and action plan.

Hands-on work

Take into account the audit program of a typical company. Performance of previously prepared audits according to pre-established scenarios. Feedback from role-playing exercises: analysis of progress and behaviors.

4 Quality, design and operation dashboards

- Positioning indicators in the quality management system.
- The principle of continuous improvement.
- Elements and objectives of the dashboard.
- Design the measurement system: typology, choice and characteristics of indicators.
- Communication of the measurement system to employees.
- Use dashboards as a participative management tool.
- Results analysis and responsiveness. Action plan.
- Balanced Score Card.
- How to control your system and measure its efficiency.
- Identify system malfunctions. Implement corrective actions (problem solving).

Hands-on work

Group checklist of objectives and indicators. Construction of a quality dashboard based on a company case study. Role-playing presentation of results and action plan.

5 Overcoming problems as part of a quality approach

- Define the characteristics of a problem.
- Determine the chronological stages of analysis and resolution.
- Apply the continuous improvement approach "PDCA" to MARP.
- Find causes, implement solutions.
- Analysis tools: QQOQCP, cause tree, PARETO rule.
- Decision-making tools: decision matrix, data collection, brainstorming.
- Leading a problem-solving team: determining the issues and goals of the project.
- Structure and disseminate communication to keep the process alive.
- Use feedback to improve problem-solving.
- Overview of similar methods: 8D, QRQC, Quick Response Quality Control, the DMAIC principle.

Hands-on work

Sharing best practices based on examples. Based on a case study, implement an approach (steps and practical tools).

Dates and locations

REMOTE CLASS
2026 : 12 Mar., 21 May, 1 Oct.

PARIS LA DÉFENSE
2026 : 21 May, 1 Oct.