

# Course : Quality dashboards, design and operation

Practical course - 2d - 14h00 - Ref. TBQ

Price : 1300 € E.T.

★★★★☆ 4,5 / 5

A practical course focusing on the construction and evaluation of dashboards to enhance quality policy objectives. Choice of typologies, participative use and the ability to present results internally will develop your general ability to communicate on developments.

## Teaching objectives

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

- ✓ Draw up a dashboard integrating the company's strategy
- ✓ Using dashboards as a management tool
- ✓ Analyze and present results
- ✓ Evaluate and upgrade your measurement system

## Intended audience

Quality managers, process managers, quality coordinators, internal auditors.

## Prerequisites

Basic knowledge of the process approach.

## Practical details

### Hands-on work

Practical application in sub-groups of concrete case studies, sharing and consolidation of the concept during feedback sessions.

## Course schedule

### PARTICIPANTS

Quality managers, process managers, quality coordinators, internal auditors.

### PREREQUISITES

Basic knowledge of the process approach.

### 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.

## 1 Positioning indicators in the quality management system

- Identify possible indicators based on QMS fundamentals.
- Ensure the consistency of overall QMS objectives and propose indicators adapted to the company's orientations.
- Determine the stakes and purpose of the measurement for the company.
- Use indicators to manage activities.
- Use indicators to drive continuous improvement.

### Hands-on work

Group checklist of objectives and indicators.

## 2 Design the measurement system

- Identify indicator typologies and specify their characteristics.
- Position processes in the QMS and determine indicators.
- Build and define indicator characteristics.
- Create and present a motivating dashboard.
- Work on the most frequent indicators.
- Build a balanced scorecard.

### Hands-on work

Construction of a quality dashboard based on a company case study.

## 3 Using the dashboard

- Present and communicate the TDB to employees.
- Analyze data and make decisions: steer and anticipate.
- React to changes in measurement and identify management levers.
- Implement an action plan and measure results.
- Get your bearings with the Balanced Scorecard.

### Hands-on work

Sub-group construction of your communication model, role-playing presentation of results and action plan.

## 4 Evaluate and communicate the measurement system

- Monitor your measurement system and evaluate its effectiveness.
- Identify the opportunities and risks associated with the company's activities.
- Adapt indicators to company changes.
- Involve teams in the measurement system.

### Hands-on work

In sub-groups, develop your dashboard and present changes (role-playing).

### 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](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## Dates and locations

### REMOTE CLASS

2026 : 18 May, 15 Oct., 3 Dec.

### PARIS LA DÉFENSE

2026 : 18 May, 15 Oct., 3 Dec.