

Course : Quality, awareness and implementation

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

Price : 1520 CHF E.T.

★★★★☆ 4,8 / 5

A quality approach is essential if a company is to make constant progress and transform customer requirements into satisfaction. This training course will enable you to develop the methodology and establish the quality project indicators best suited to your environment, from diagnosis to final report.

Teaching objectives

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

- ✓ Define quality objectives in line with corporate strategy
- ✓ Plan and manage the various stages of the quality approach
- ✓ Involve the company's various stakeholders in the process
- ✓ Communicating to overcome resistance to change

Intended audience

Quality managers, Quality project managers, process pilots and all those involved in implementing a Quality approach in their company.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Theoretical input and feedback. Case studies and practical work.

Course schedule

PARTICIPANTS

Quality managers, Quality project managers, process pilots and all those involved in implementing a Quality approach in their company.

PREREQUISITES

No special knowledge required.

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 Implementing a quality approach: challenges and conditions

- Understand the quality approach and its aims.
- Understand the challenges of a quality approach.
- Evaluate the degree of motivation of General Management and the appropriateness of the project.
- Determine the expectations of internal and external partners: employees, customers, suppliers, partners...
- Identify the strengths and weaknesses of your approach.

Hands-on work

Carry out a feasibility analysis of the quality approach in your company.

2 Taking stock

- Understand the importance of the initial assessment: aims, objectives and challenges.
- Carry out a preparatory diagnosis of the company's quality project: methods, tools, planning...
- Write the diagnostic report and suggest areas for improvement.
- Structuring the action plan.
- Submit your project to General Management.

Hands-on work

Definition of a standard format for quality diagnostics.

3 Managing a quality approach project

- Prepare the project and define the roadmap with management. Formalize the approach.
- Identify available resources and the means required to carry out the project.
- Define project organization and plan milestones.
- Determine the project progress measurement system.
- Draw up a communication plan for the project.

Hands-on work

Definition of a quality project management plan for a fictitious company.
Development of a communication plan.

4 Overcoming resistance to change

- Identify the types of resistance to change and methods for overcoming them.
- Identify the factors facilitating successful change and know how to highlight them.
- Use the right communication levers and know how to sell your project.
- Provide support for change throughout the project.

Hands-on work

Identify the types of resistance to change in your company.

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.

Dates and locations

REMOTE CLASS

2026 : 4 June, 15 Oct.