Course : Managing through quality processes

Practical course - 2d - 14h00 - Ref. MPQ
Price : 1520 CHF E.T.

★★★★⯪ **4,5 / 5**

This course focuses on the management and cross-functional communication of different types of quality process, in relation to ISO 9001. You will learn how to study their environments and interactions, and develop methods for creating, monitoring and optimizing processes.

🎯 Teaching objectives

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

- ✓ Understand the concept of the process approach in company organization
- ✓ Identify and describe processes
- ✓ Manage company processes using relevant indicators
- ✓ Understand cross-functional management (process management)
- ✓ Be able to optimize processes by creating value

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

Prerequisites
No special knowledge required.

Practical details
Hands-on work
Discussions. Practical application in sub-groups. Collective reflection. Case studies.

Course schedule

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

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 Understanding the process approach

- Share understanding of organizations and management methods.
- Understand the concept of the process approach, decompartmentalizing the company.
- Identify process typologies and map them.
- Model interrelationships and develop internal customer/supplier relationships.

Hands-on work
In sub-groups : Draw up a process map for a typical company and identify interrelationships.

② Create processes

- Define a process and define its scope.
- Identify flows and analyze interrelationships.
- Identify and represent process activities: flowchart, identity card.
- Apply the principle of functional analysis to structure and describe the process.
- Defining roles and responsibilities: RACI method.
- Give yourself measurement points to pilot serenely.

Hands-on work
In sub-groups: formalize a typical company process, define interactions and fill in the RACI.

③ Process-based management (cross-functional management)

- Understand the fundamentals of management and identify managerial styles.
- Identify the differences between hierarchical and cross-functional management.
- Sharing and defining the role of process pilot, mission, responsibility, authority, know-how.
- Identify key actions for successful management: conduct process reviews, build a maturity grid.

Hands-on work
In sub-groups: share situations experienced in the company.

④ Optimizing processes

- Anchor the problem-solving method in the operation of the process (PDCA method).
- Structure an action plan to monitor progress and evaluate effectiveness.
- Integrate opportunity and risk management into processes (SWOT matrix).
- Determine the criticality of the process to better anticipate.
- Create the conditions for innovation and improved performance.

Hands-on work
In sub-groups: identify process opportunities and risks.

Dates and locations

REMOTE CLASS
2026 : 1 June, 14 Sep., 23 Nov.