

Course : Quality manager, the job

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

★★★★☆ 4,8 / 5

This course will provide you with the tools you need to implement a quality management system. Once you have identified your position, role and missions within the company, you will be in a position to deploy a quality approach and instill a spirit of continuous improvement.

Teaching objectives

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

- ✓ Position yourself in your role as quality manager within the company
- ✓ Deploy and manage the quality approach with the organization's various stakeholders
- ✓ Use quality management tools appropriate to different situations
- ✓ Communicating the quality management system to generate support
- ✓ Improve your quality management system by handling non-conformities

Intended audience

Newly appointed quality manager, quality coordinator, internal auditor.

Prerequisites

Basic knowledge of ISO 9001 and the process approach.

Practical details

Hands-on work

Practical application in sub-groups based on concrete case studies, sharing and consolidating the concept during feedback sessions.

Course schedule

PARTICIPANTS

Newly appointed quality manager, quality coordinator, internal auditor.

PREREQUISITES

Basic knowledge of ISO 9001 and 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 QMS stakes and objectives

- QMS presentation.
- Understanding the ISO 9000 management model.
- Understand the purpose of each chapter of ISO 9001:2015.
- Integrate the main requirements of the standard.
- Position the quality approach within the company's management structure.
- Define the company's challenges and expectations to determine quality policy and guide quality objectives.
- Document structure, document template.

Hands-on work

In sub-groups, develop a quality policy, map the processes of a typical company and identify priority processes.

2 Cross-functional management

- Perceiving the management galaxy.
- Identify the anchor points of management systems.
- Associate an organization with its system.
- Develop internal contacts to create your own network.
- Manage a cross-functional team.
- Define a motivating project.

Hands-on work

Determine your leadership style (type of manager), in sub-groups build your management system model.

3 Build your control system

- Define the quality management system and its organization.
- Position your role, responsibility and authority.
- Build your management dashboard.
- Deploy the organization at all levels of the company.

Hands-on work

Create your own dashboard based on a typical company model.

4 Communicating for meaning

- Negotiate and convince.
- Identify the arguments needed to win over customers.
- Develop your communication skills in 6 easy steps.
- Choose a communication model and understand its impact on the QMS organization.

Hands-on work

In sub-groups, role-play to define your communication and present your quality management system.

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.

5 Managing the quality management system

- Manage and exploit audits.
- Progress from non-conformities.
- Lead quality meetings.
- Practical tools for continuous improvement.
- Prepare management reviews.

Hands-on work

In sub-groups, concrete cases of non-conformity and inter-process meetings.

Dates and locations

REMOTE CLASS

2026 : 21 May, 1 Oct.