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

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.

(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.