



QUALITY MANAGEMENT ESSENTIALS

Introduction

Implementation of Quality Management in a product or service lifecycle will actually deal with the root cause of problems, by decreasing rework, manpower usage, increasing productivity, process improvement and providing better customer satisfaction in the existing competitive market.



Course Outlines

COURSE OBJECTIVES

By end of the course participants will be able to:

- > Identify a wide range of Quality Management approaches and tools to participants
- > Determine which processes need to be managed to achieve consistent quality
- > analyse ways in which quality processes are managed
- > Analyse root causes and solve quality problems
- > Assess their own Quality Management Skills and plan to remedy any gaps
- > Cope with quality challenge by using appropriate tools and techniques

Section 1	Introduction to Quality Management The History of Quality Management
Section 2	Service Quality - Tools and Techniques Effective Quality Management Total Quality Management Quality Planning - Quality Assurance - Quality Control - Quality Improvement
Section 3	Quality Gaps - Risk Management Problem Solving Methods
Section 4	Managing Customer Expectation Quality Circle Evaluation of Effectiveness
Section 5	Management and Organisational Responsibility for Quality Developing Quality Policy Organisational Structure and Role of the Quality Manager Different Style of Quality Leader
Section 6	The Cost of Quality Quality Monitoring Tools. Benchmarking Self Assessment and External Quality Assessment (EQA)

WHO SHOULD ATTEND

- SUPERVISOR • EXECUTIVES • MANAGERS •
MANAGEMENT

About Our Company

We specialize in Training and Human Capital Development, for both management and technical skills. In addition to the extensive industrial experience in human resources management, we have a pool of experts in our faculty specializing in specific areas that serve organizations of numerous industries. Member of HRDF

STEPS : Strategic Tool; Enhancing Performance; Standard;

S - Strategic - using specific SMART tools

T - Translate this SMART Tools using analytical score card.

E - Establish measurable base line metrics .

P - Performances effective implementation and rewards .

S - Strive towards perfection - Process of continues improvements .



The Trainer - Evan Tzivanakis

Education Background :

MBA Leeds Metropolitan University, UK in 2003

Working Experience :

- Evan Tzivanakis is a serial entrepreneur, business owner and business coach with 15 years experience in the Corporate World and lived and work in 8 countries before.
- Currently owns and runs three businesses; a financial brokerage is Asia, a boutique B&B in Greece and a Business Coaching Enterprise in Asia.
- He also helps entrepreneurs and new leaders unleash their potential by offering the most innovative, educational and energetic coach and training programmes.
- HRDF Accredited Trainer

TRAINING DETAILS

DATE	To Be Confirmed for IN-HOUSE TRAINING
NO OF DAY	2 DAYS
VENUE	In House Training
TIME	9.00 am to 5.00 pm
FEES	RM8,000 (HRDF Claimable)
ENQUIRY	MR. RAMES GOPAL * 012-312 2878 MS ROZAIDA * 03-8081 1868, 012-472 2878

QUALITY MANAGEMENT ESSENTIAL



CATEGORY OF EMPLOYEE

Please tick (✓) where applicable!

<input type="checkbox"/>	Employee of HRDF Registered Employer
<input type="checkbox"/>	Employee of Non Registered Employer with HRDF

A. TRAINEE INFORMATION!

1. **Name** :
2. **My ID Card No.** :
3. **Gender** : Male Female
4. **Address** :

 Postcode: State:
5. **Tel. No (Office)** :
6. **Tel. No (Handphone)** :
7. **Email** :
8. **Academic Qualification** : Sijil Pelajaran Malaysia (SPM)
 Sijil Tinggi Pelajaran Malaysia (STPM)
 Certificate / Skills Certificate Diploma
 Diploma Degree / Master/ Doctoorate
9. **Current Position** Board of Director Senior Manager Manager
 Manager Executive Supervisor Other
10. **Company Name/ Employer** :
11. **Company Address** :

Steps QM Sdn Bhd (1186427-X)

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