

## Why Quality Manager Certifications ?

Today's fast-paced business environment requires managers who can ensure the quality of their products or services.

If you're thinking of becoming a quality manager, it helps to know what education and skills you require to succeed.

## Audience Profile :

- Those new to quality, process leader practitioners, and those who support the practice of business excellence and would benefit from formal training on the fundamentals of quality and process improvement should attend this training.

## Prerequisites:

- Process leader practitioners, and those who support the practice of business excellence should attend this training.



## Course Overview:

Quality managers are responsible for several important tasks, including:

- Developing and implementing quality control systems
- Supervising the work of inspection and testing personnel
- Developing quality standards and objectives
- Auditing quality systems
- Maintaining up-to-date process specifications
- Provide quality reports to management
- Some of the most popular certifications for quality managers include:
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  - Six Sigma certifications: This is a project management method designed to achieve efficiency and quality in business processes.
  - Six Sigma certification is helpful for quality managers who want to demonstrate their commitment to continuous improvement.
  - Total Quality Management (TQM): The TQM Total Quality Management TQM credential is a globally recognised certification demonstrating a commitment to quality management.
  - ISO 9000 Lead Auditor certification: This certification demonstrates a commitment to auditing and assessing compliance with ISO 9000 standards. This is helpful for quality managers who wish to demonstrate their ability to assess an organisation's compliance with these standards.
  - Quality Management training Courses will help you understand how to achieve maximum customer satisfaction at the lowest overall cost, focus on delivering a quality product or service by improving your processes, or set up a world-class quality management system.

## In this Learning path

1. Lean Six Sigma Green Belt
2. Total Quality Management (TQM)
3. ISO 9001 Quality Lead Implementer
4. Lean Six Sigma Black Belt

## Lean Six Sigma Green Belt Outline:

- **Lean history**
  - Lean Culture
  - Lean house
- **Six sigma**
  - Why is six sigma
  - Six sigma history
- **Define Phase**
  - Who is the customer?
  - VOC (Voice of customer)
- **Measure Phase**
  - Process Discovery (Define all Possible Xs )
  - Select Vital few (Xs)
- **Analyze Phase**
  - Inferential statistic
  - Analyze Data (to find sources of variation)
- **Improve**
  - Brainstorming to create solutions
  - Testing the solutions and Select the best solution
- **Control**
  - Control the process
  - Statistical Process Control SPC

## Total Quality Management (TQM) Outline:

- Quality Basics
- Team basics
- Improvement
- Supplier Relationship
- Philosophy, principles and concepts of TQM
- Quality management systems and standardization
- Tools for the quality journey
- Some new management techniques
- Measurement of customer satisfaction
- Measurement of employee satisfaction

## Training Solutions:

√ Offline Classroom Instructor-Led Training in our labs or onsite Locations.

√ Virtual Instructor-Led Training Via Virtual Video Conferencing Tools.

## Why Learners Prefer CLS as their Training Services provider ?

■ Premium Training Services Accredited from Global Technology Vendors.

■ Best Rated Experts & Certified Trainers in Egypt.

■ Official Training Hours, Practice Labs, Hands-on Learning.

■ CLS Training Classrooms are designed with High Edge PCs and Training Facilities.

■ Return on Training Investment is Guaranteed to boost performance.



## ISO 9001 Quality Lead Implementer Outline:

- Day 1 Introduction to ISO 9001 and initiation of a QMS
- Day 2 Plan the implementation of a QMS
- Day 3 Implementation of a QMS
- Day 4 QMS monitoring, measurement, continuous improvement and preparation for a certification audit.
- Day 5 Certification Exam

## Lean Six Sigma Black Belt Outline:

- **Lean**
  - Lean history
  - Waste & spaghetti chart
- **Six sigma**
  - Why is six sigma
  - Six sigma history
- **Define Phase**
  - Define Problem
  - Who is the customer?
- **Measure Phase**
  - Process Discovery (Define all Possible Xs)
  - Affinity Diagram
- **Validating measurement system (MSA).**
  - Introduction
  - Sources of Variation
- **Analyze Phase**
  - Inferential statistic
  - Central limit theorem (Minitab)
- **DOE**
  - Introduction
  - DOE Steps
- **Improve**
  - Brainstorming to create solutions.
  - Visual management VM
- **Control**
  - Control the process
  - Standardization of process

