

CERTIFIED QUALITY PROFESSIONAL

A foundation and advanced course in the field of Quality Assurance & Management



A four months program taught on weekends or two evenings (6-9 pm) per week. Specially designed to provide the practical and technical abilities required for Quality Assurance & Management in organizations.

Manufacturing **QUALITY** Service **QUALITY** Education **QUALITY** Healthcare **QUALITY**



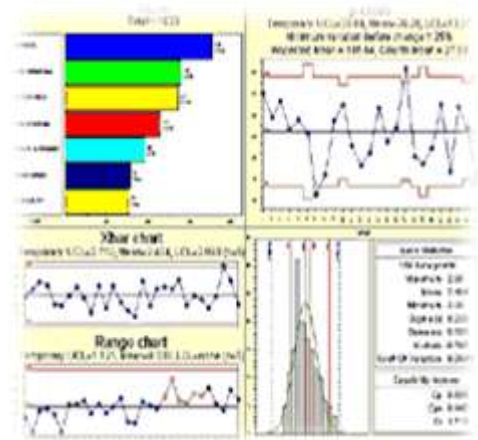


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Quality Assurance is a management function in both the industrial and service sectors which aims to ensure that the products and services being produced or delivered are not only standardized but regularly improved. Some firms have had bitter experience while many had positive experience in the manner they have implemented ISO 9001 QMS, Customer Relationship Management, or any other Quality Management program. The success of any Quality Management program is dependent on the organizational capability and competence of its Quality Leadership. If it is weak, the benefits and effectiveness of Quality are dramatically lost and poor outcomes are seen quite often in firms.

This course provides a sound foundation to fresh graduates or experienced professionals in the field of Quality Assurance and Management. It creates abilities in the professionals working or would be working in the field of Quality Assurance in their firms, in handling their tasks and assignments using the modern concepts, frameworks, standards, and models of quality assurance and management within variety of industrial atmospheres.

The Body of Knowledge is compatible to Certified Manager of Organizational Excellence of American Society of Quality (ASQ).



Intended Learning Outcomes

Upon successful completion of this course, the participants will be able to:

1. Understand and use Quality Assurance Tools and Frameworks in any industrial environment.
2. Re-conceptualize, through critical analysis, their current roles, responsibilities and approaches in industrial set-ups as a Quality Manager.
3. Carry out practical projects of Standardization, Quality Improvement, or Re-engineering in their current industry to display the practical application of their technical knowledge
4. Be able to initiate or improve the important Quality Assurance programs in their departments or organizations.

Gain Practical Knowledge & skills

This is one of the most advanced courses in Quality and includes a large number of Quality Tools and approaches. The course is specially designed to provide practical exposure to participants with practical examples, projects and hands on experiences on different tools and techniques so that they are able to perform better in their companies from practical points of views and can actually build the company to the world-class level.

Course Modules

Module 1: Fundamental Quality Management

Fundamental Concepts of Quality Assurance and Management in industries, Strategic Quality Management, Business Excellence Models, Quality and Best Practices in Pakistan

Module 2: Quality Management Systems

Study of ISO 9000 and ISO 17025 Quality System Standards, Internal Quality Auditing

Module 3: Customer Satisfaction and Relationship Management

Tools and approaches used in the processes of customers' management, Customer identification, segmentation & relationship management, Service quality principles (SERVQUAL), Customer retention and loyalty, Customer surveys, Kano Model, Quality Function Deployment (QFD), CRM

Module 4: Statistical Quality Control (SQC)

Basic Statistics, Sampling, Check Sheets, Graphs, Pareto Charts, Cause & Effect Diagrams, Process Capability Studies, Histograms, Scatter Diagrams and Control Charts

Module 5: Introduction to Six Sigma

Fundamental concepts of six sigma, Stages and related tools of six sigma implementation,

Module 6: Quality Management Tools

Cost of Quality, Balance Score Card, Force Field Analysis, Process Decision Program Chart (PDPC),

Module 7: Supplier Quality Assurance

Suppliers Selection and Evaluation, contracting, Partnerships and Alliances, Supply Chain Management, Performance measurement and control of suppliers

Module 8: Metrology

Measurements and Testing in labs, Measurement System Analysis, Uncertainty Measurement, Gage Repeatability & Reproducibility (Gage R&R)

Module 9: Project Management

Project justification & prioritization, Project planning and estimation, Project monitoring & evaluation, Hands-on Microsoft Project

Module 10: Introduction to Lean Management

Different Types of Wastes, Quality Circles, Total Productive Maintenance, Kaizen, 5S, Just-In-Time (JIT), Kanban, Value Stream Mapping





Project Submission

The participants are required to work on a real life projects on selected topics and tools, preferably from the organizations in which they are working. The projects will be of a practical nature and should be completed within the stipulated time frames. A project report will be submitted in accordance with the laid down criteria, format and coverage.

Faculty

The faculty is derived from a pool of qualified practitioners and academicians with sound track record and expertise in the field.

Training Strategies

This is a professional course and will involve a number of higher level teaching methodologies. The course is spread over four months to allow inter-session study. In this respect you will have to carry out timely study, investigations, and assignments to grip the subject. The discussions in the class are framed for discussing the key points to create critical thinking, share experiences of fellow professionals and build professional maturity.



Award of Certificate

Qualified participants will be awarded with a Certification upon completion of course material, as well as qualifying the exam and the assigned project.

Duration

This is four months training program with classes twice a week. Class timings are from 6:00 pm to 9:00 pm.

Fee

The course fee is Rs. 36,000 plus Rs 3000 as registration charges. The course fee can be paid in four equal monthly installments.

Venue

PIQC Training center, Lahore.

Date

November 24, 2011

PIQC

*Leading the Modern Quality
Movement in Pakistan*



Your best choice for

Degree Programs

MS Quality Management
BS & MS Industrial Management
MS Human Resource Management

International Certifications

IRCA (UK) Lead Auditor QMS 9000 (IQCS Singapore)
Six Sigma Green/Black Belt (SQII Singapore)

Foundation Courses

Certified Quality Professional
Certified Human Resource Professional
Advance Certificate in Quality Assurance
Certified Quality Inspector
Certified HSE Professional

Corporate Seminars

Total Quality Management - Total Productive Maintenance -
Metrology - ISO 9000 QMS - ISO 17025 Lab Management -
ISO 22000 Food Safety Management System - Academic
Quality Assurance & Auditing - HR Auditing - Customer
Relationship Management - Professional Selling Skills.



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