



Leading the Modern  
Quality Movement in Pakistan

# Advance Toolkit for QMS Auditors



*1st, 2nd and 3rd party QMS Auditors,  
QMS Academicians, Trainers and  
Consultants, Quality Managers and  
Implementers*



# Theory Of Constraints

## Introduction

It is generally perceived and claimed that ISO 9000 is a very popular standard for Quality Management System. It aims to improve organizational quality and competitiveness, improve customer satisfaction and loyalty, compliance to product and process standards, supplier's performance and employees performance excellence, etc. However, a number of local and national surveys point out that ISO 9000 implementation and certifications in most of the companies are either not very effective or providing the required benefits. In certification process one of the most important stakeholders is the third or second party QMS Auditors. Whether internal or external auditors, they always play a pivotal role in ensuring the effective implementation and sustainability of Quality System in the organizations. It is therefore imperative for the companies and certification bodies to ensure that their internal or external auditors are regularly developed and upgraded with the required level of skills and competence.

## Learning Outcomes

The course is developed and delivered by experienced Quality Engineering and Management professionals. Upon completion of this training, participants will be able to:

- Identify and analyze the critical success and failure factors of QMS practices
- Familiar with and Identify the use of Quality Engineering and Management tools and methods used for upgrading business excellence through ISO 9000
- Identify various relevant tools now to be used in ISO 9001:2015 Transition to up gradation of new requirements, e.g. new requirements related to Leadership, Organizational Context, Planning and Risk Assessment, Improvement and Performance Evaluation.

## Course Contents

The workshop will include the following sections:

- **Strategic Quality Leadership and Tools:** Roles of leadership in QMS for Top management, HODs and Quality Departments; Differences between Quality Control, Quality Assurance and Quality Management; key elements of Systemic Thinking.
- **Tools to Support Quality Leadership and Organizational Context:** Balanced Scorecard, Performance KPIs, Strategy Maps, SWOT Analysis.
- **Quality Risk Identification, Assessment and Control Tools:** Failure Mode and Effect Analysis (FMEA) for Product and Processes.
- **Quality Analysis and Improvement Tools:** Statistical Process Control (SPC) Charts, Lean Six Sigma, Kaizen, 5S, Poke Yoke.

## Are Quality Tools required for QMS Auditors?

In an effective QMS system, there lie a large number of Quality methods and tools, which are important to achieve the desired objectives. However, due to non-prescriptive nature of the ISO 9001 family of standards, they do not specifically prescribe any particular Quality tool/method by name. This has always created confusion among the organizations and QMS auditors. The ISO 9000 lead auditor courses currently taught throughout the world are only restricted to the interpretation of ISO 9001 and ISO 19001 clauses. As a result, most of the auditors need support of various tools required in setting up good QMS programs. This course will enable QMS auditors to learn the most common and popular Quality Tools being practiced in the industry in order to make their audit more useful and beneficial for the companies to achieve the desired results of QMS program.

## Duration

2Days



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## PIQC - Center for Excellence

Leading Institute in Pakistan providing professional education, certifications, training and corporate development in Quality Control (QC), Quality Assurance (QA) and Total Quality Management (TQM), Human Resource Management (HRM) and Health, Safety and Environment (HSE). Celebrating the 23rd year of its establishment, PIQC's vision is for Pakistan to be a hallmark of Quality in the national and global environment. With its leadership and team of specialists, it has provided corporate training and education to more than 40,000 students, managers and professionals. It is the pioneer and most authentic source for international Six Sigma and Lean training programs in Pakistan, including Six Sigma Yellow Belt, Six Sigma Green Belt and Six Sigma Black Belt.

PIQC has professional collaborations and linkages with various local and foreign organizations including Superior University, Hamdard University, NED University of Engineering and Technology, IQCS Certification, Singapore Quality Institute International (SQII), American Society for Quality (ASQ), and Quality and Productively Society of Pakistan (QPSP).

Degree Programs	Professional Diploma	International Certifications	Corporate Training	International Conventions
Masters & MPhil in: Quality Management  Human Resource Management  Industrial Management  EHS Management	PIQC Certifications in Quality Management Project Management  Software Quality Management Food Safety Management HSE Management Human Resource Management Labor Laws and IR Management	Internationally Renowned Certifications  IRCA (UK) Accredited Certified ISO 9000 Lead Auditor  Certified Six Sigma Green/Black Belt	Nation-wise seminars & workshops on Total Quality Management, Six Sigma, ISO 9000 Quality Assurance in Manufacturing, Services, Education, Banks and Healthcare, Total Productive Maintenance	PIQC has organized 13 International Conventions on Quality Improvement and 5 National Conferences on Quality Education in Pakistan since 1991

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