



4 Months Weekend Based Professional Diploma

Certified Quality Assurance Professional

in collaboration with
College of Electrical & Mechanical Engineering
National University of Sciences and Technology

Quality Assurance Professionals and Managers, Defence Officers attached with QA assignments, QA/ QMS Auditors and Consultants.



*Leading the Modern
Quality Movement in Pakistan*



Certified Quality Assurance Professional

Introduction

This course provides a sound foundation and builds the skills and competence of the participants in the field of Quality Assurance (QA). It creates abilities in the participants to manage Quality Assurance Departments and/or handle Quality Assurance matters with confidence and ease. It also develops their understanding of requisite knowledge, and practical abilities to become Quality professionals in industrial and service sector organizations. This course is taught by highly qualified instructors who are practically knowledgeable and experienced in the relevant fields. This is an ideal course for all those who do not have academic background in the field of Quality Management and wish to develop a sound foundation in the field of Quality Assurance.

Objective

To course will develop the professional capabilities and provide certification in the field of Quality Control and Quality Assurance so that the participant can manage the Quality Assurance Departments as well as act as Departmental Quality Assurance Coordinator to handle corporate Quality related matters effectively.

Useful for

1. The course provides the broad spectrum foundation to professionals working in or desirous to work in the Quality Assurance Departments of companies working in both manufacturing, service, government and education sectors, i.e. industries, banks, telecom, airline, Quality Enhancement Cells of universities, utility service organizations, power plants, and Oil & Gas sectors, etc.
2. It starts with the core concepts and moves on to the advance topics, thus useful for both new entrants and experienced Quality Managers
3. It is not only useful for the professionals working in the Quality Assurance Departments but also for all cross functional operations departments, like Production, Purchasing, Administration, and IT etc., so that they can improve their respective departments.
4. Very valuable for Quality System Auditors working with Certification agencies to provide them the understanding of latest Quality tools and frameworks.

Learning Outcomes

On successful completion of this diploma, participants will be able to:

- Develop Quality Assurance Programs for companies
- Understand organizational roles and responsibilities in QA.
- Understand and be able to apply QA tools and techniques.
- Understand critical success factors for implementing Quality Assurance improvement programs in the companies



Your best choice to become a Quality Professional

Teaching 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 participants will have to carry out timely study, investigations, and assignments to grip the subject. Discussions in the class are focused on the key points, critical thinking, experience sharing of fellow professionals and building professional maturity.

Project

The participants are required to work on 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.

Course Contents

Module 1: Fundamental Concepts:

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: Quality Management Tools:

Quality Circles, Total Productive Maintenance, Kaizen, 5S, Cost of Quality, Six Sigma.

Module 6: Supplier Quality Assurance:

Suppliers Selection and Evaluation, contracting, Partnerships and Alliances, Supply Chain Management, performance measurement and control of suppliers. Module 7: Metrology: Measurements and Testing in labs, Measurement System Analysis..

Module 8: Project Management:

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

Module 9: Management and Leadership:

Principles of Management, organizational structures, leadership, motivation, organizational culture and group dynamics.



PIQC - Center for Excellence

TOWARDS TOTAL QUALITY PAKISTAN

Advance your Professional Knowledge &

Career with Quality Assurance and Management

PIQC and NUST College of EME have signed an MOU to work together for the promotion and development of the field of Quality Assurance and Engineering Management in Pakistan Armed Forces as well as corporate, government and private sector organizations of the region and the students of EME College. The courses being offered jointly, include foundation courses for Quality Assurance professionals as well as international training and certification programs in Lean Six Sigma and Quality Management System Auditing. Achieving certifications and professional development courses from PIQC and College of EME jointly will provide you a credible and authentic career development path.

Degree Programs	Professional Diploma	International Certifications	Corporate Courses	International Conventions
Masters & MPhil in: Quality Management Human Resource Management Industrial Management EHS Management	PIQC Diplomas/ Certifications in Quality Management Project Management Health Care Quality Management HSE Management HRM Management Supply Chain Management Labor Laws and IR Management	Internationally Recognized Certifications IRCA (UK) Accredited Certified ISO 9000 Lead Auditor Certified Six Sigma Green Belt & 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

PIQC INSTITUTE OF QUALITY

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