



Corporate
Training
Solutions



QUALITY MANAGEMENT MICRO-CERTIFICATION

This course will introduce participants to the concepts of quality and quality management principles so they will be able to apply them in an organization. The courses will examine definitions of quality, its financial impact on production and services, as well as provide an appreciation of the theory behind quality management. Quality methods such as statistical analysis, root cause analysis and an understanding of the philosophies of quality pioneers will be discussed. Participants will be able to understand the objectives of Total Quality Management and its impacts on the competitiveness of an organization.

Participants will:

1. Identify differing perspectives on “quality” in production and service environments.
2. Evaluate theory from the leading contributors to total quality management.
3. Recognize and demonstrate knowledge of global and international challenges and standards.
4. Relate to the strategic link between organizational strategy and financial impact.
5. Explain the benefits of “quality” to business management.
6. Apply the concepts of “quality” to analyze working within capacity, resource and financial constraints in order to describe and prepare the redesign of a process using the applicable quality assessment tools.

Benefits to Companies

- Self-directed and self-paced online learning
- Personalized learning with authentic assessments relevant to the workplace
- Flexible and accessible delivery to adapt to shift work scheduling and other workplace demands
- 100 hours of skills-based training (4 modules x 25 hours)
- Digital badge and e-certificate upon completion

Additional Details:

- Delivery – fully online and available on-demand
- Cost – \$2,500 per participant (plus applicable taxes)
- Duration – each course is 25 hours (self-paced), culminating in 100 total hours
- Registration – please contact cts@fanshawec.ca



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COURSE OUTLINE

Course 1: Fundamentals of Quality Management (25 HOURS)

This introductory course explores the fundamental principles of the Quality Management System (QMS). It provides the knowledge and core concepts required to implement and maintain an effective QMS in a wide range of businesses and organizations.

Designed for people working in manufacturing, healthcare, construction and service industries.

Course 2: Quality Management Tools and Techniques (25 HOURS)

Course 2 explains the tools and techniques widely used for organizational planning, controlling the current state of an organization and taking actions to improve and assure quality standards.

The course will produce quality practitioners and improve team members' understanding of tools and techniques that they can leverage as part of their QMS.

Course 3: Quality Management Planning (25 HOURS)

Problem-solving techniques for the product lifecycle are the focus of the third course.

We'll emphasize the value of Quality Planning Principals for manufacturing and service industry processes including Quality Planning, Failure Mode and Effect Analysis (FMEA), Advanced Product Quality Planning (APQP) and Measurement System Analysis (MSA).

This course is designed for individuals with direct responsibility for introducing new products or new manufacturing technologies.

Course 4: Quality Standards and Audit (25 HOURS)

This course provides a comprehensive review of the ISO 9000 series of standards and demonstrates how, through their implementation and application, organizations improve their business performances. This course also covers how to perform various types of quality audits to generate reports required by ISO 9001: 2015 and other quality system models.

This course is designed for individuals who need to learn more about international standards and perform audits for ISO 9001:2015.

For more information on the courses above, or to register, please reach out to cts@fanshawec.ca or visit our website (Products > Micro-Certifications).

To learn more about NGen AmpUp, visit ngen.ca/upskilling.