



Quality Management & Operational Excellence

Quality Assurance Leadership in Systems Design

Course Introduction

This course focuses on developing leadership skills for quality assurance in complex systems design. It equips managers with the knowledge and skills to lead QA initiatives, foster a quality-oriented culture, and align quality assurance with strategic business objectives.

Target Audience

- Quality Assurance Leaders & Managers
- Systems & Process Engineers
- IT & Software Development Managers
- Compliance & Risk Management Professionals
- Operations & Business Excellence Leaders
- Project Managers & Team Leads
- Change Management & Organizational Development Professionals

Learning Objectives

By the end of this training course, participants will be able to:

- Identify the strategic role of quality assurance in systems design
- Develop leadership skills for driving quality initiatives
- Learn to align QA processes with business goals and project objectives
- Gain insights into fostering a culture of quality across the organization
- Master techniques for measuring and communicating the value of QA

Course Outline

• 01 Day One

Strategic Quality Assurance in Systems Design

- Quality assurance principles and their impact on systems design
- Aligning QA strategies with business objectives
- Quality management frameworks for complex systems
- Case study: QA leadership in innovative organizations

• 02 Day Two

Leading Quality Initiatives

- Change management for implementing quality processes
- Stakeholder management in quality assurance
- Developing and communicating quality visions and strategies
- Workshop: Creating a quality improvement initiative

• 03 Day Three

Building a Culture of Quality

- Techniques for fostering quality awareness across teams
- Training and mentoring for quality assurance
- Incentivizing quality-focused behaviors
- Role-playing: Addressing resistance to quality initiatives

• 04 Day Four

Quality Metrics and Decision Making

- Developing meaningful quality metrics for complex systems
- Using quality data for strategic decision making
- Cost of quality analysis and reporting
- Group exercise: Designing a quality dashboard for executives

• 05 Day Five

Emerging Trends and Continuous Improvement

- Emerging technologies and methodologies in QA (AI, ML, etc.)
- Adapting QA processes for agile and DevOps environments
- Continuous improvement models for quality assurance
- Action planning: Developing a QA leadership strategy

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 5, 2025	May 9, 2025	5 days	4250.00 \$	UAE - Abu Dhabi