



Quality Management & Operational Excellence

Master Quality for project managers

Course Introduction

Delivering high-quality project deliverables is critical to an organization's survival and prosperity in today's fiercely competitive and fast-changing business world. Managers are always looking for ways to generate high-quality results while cutting expenses and eliminating delays.

Target Audience

- practitioners in quality and audits
- Senior members and managers of organisations who need to understand the significance of training employees on quality management
- Quality team members
- Professionals aspiring to undertake a quality-related certification
- Construction project owners
- Design consultants
- Construction contractors
- Architects
- Non-engineering construction professionals

Learning Objectives

- Explain the purpose and importance of quality management.
- Explain Project Quality management facts and terms.
- Name the project quality management processes
- Understand the project quality management process.
- Learn the project quality control tools and techniques.

Course Outline

- **DAY 01**

Introduction

- Define Quality Management
- Quality Management Process
- Quality v/s Grade and Precision v/s Accuracy
- Quality management terms:

- **Day 02**

Customer satisfaction

- Prevention v/s Inspection
- Kaizen

- **Day 03**

Just In Time

- Cost of Quality
- Total Quality Management

- **Day 04**

Project Quality Management Process

- Quality Management Planning
- Tools and Techniques for planning quality management

- **Day 05**

Performance Quality Assurance: inputs and outputs, tools and techniques.

- Control Quality: Purpose of control quality process
- Quality control tools and techniques

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 21, 2025	July 25, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Sept. 29, 2025	Oct. 3, 2025	5 days	4950.00 \$	Italy - Rome