



Quality Management & Operational Excellence

Quality Assurance and Improvement Programme (QAIP)

Course Introduction

The Quality Assurance and Improvement Programme (QAIP) is a vital component for ensuring excellence in business operations and internal audit functions.

This 3-day training program is designed to provide participants with a comprehensive understanding of the tools, techniques, and standards essential for establishing and maintaining a robust QAIP.

The training program will also focus on aligning QAIP with organizational goals, enhancing internal audits, and fostering a culture of continuous improvement and risk management.

By the end of this program, participants will be equipped to implement and sustain an effective QAIP that ensures compliance with industry standards, improves operational efficiency, and delivers lasting value to their organizations.

Target Audience

- Quality & Audit Professionals – Internal auditors, quality managers, and supervisors.
 - Process & Compliance Experts – Lean, Six Sigma specialists, and regulatory officers.
 - Business & Operations Leaders – Enhancing efficiency and quality control.
 - Students & Academics – Studying quality management or auditing.

Learning Objectives

- Understand the fundamentals of QAIP and its importance in ensuring quality and continuous improvement within an organization.
- Implement Quality Management Systems (QMS) by aligning quality assurance processes with organizational objectives and industry standards such as ISO 9001.
- Plan and execute internal audits as part of the QAIP framework to ensure adherence to established policies and procedures.

- Utilize continuous monitoring techniques and data-driven tools to evaluate and enhance the effectiveness of quality assurance processes.
- Conduct comprehensive quality assurance reviews and self-assessments, identifying areas for improvement and implementing corrective action plans.
- Communicate quality results effectively, preparing QAIP reports that clearly outline findings, recommendations, and action plans for stakeholders.
- Integrate risk management into the QAIP framework, assessing and mitigating potential risks that may affect the quality of operations.
- Leverage cutting-edge tools and technologies for quality monitoring, audit management, and data analytics to streamline and automate quality assurance processes.
- Foster a culture of continuous improvement, utilizing frameworks such as PDCA and Kaizen to drive innovation and enhance overall performance.
- Evaluate the long-term sustainability of QAIP, ensuring that quality assurance efforts are consistently aligned with evolving business needs and regulatory requirements.

Course Outline

• 01 DAY ONE

Introduction to Quality Assurance and Improvement:

- What is QAIP? (Definition and importance).
- Core components of a QAIP.
- Benefits of implementing a QAIP in organizations.
- QAIP Frameworks and Standards.
- Overview of the International Standards for the Professional Practice of Internal Auditing (ISPPIA).
- Key standards related to quality assurance.

Quality Management Systems (QMS):

- QMS Overview.

- Purpose and scope of QMS.
- Key components: Policy, objectives, processes.
- Common QMS frameworks (e.g., ISO 9001).
- Implementing QMS.
- Steps to develop a QMS.
- Aligning QMS with organizational objectives.

Internal Auditing and QAIP:

- Role of Internal Audits in QAIP.
- Understanding internal audits in ensuring quality.
- Audit planning and execution.
- Audit Techniques and Tools.
- Risk-based audit approach.
- Analytical and diagnostic tools used in audits.
- Compliance Auditing.
- Ensuring adherence to policies and procedures.

Tools and Technologies for QAIP:

- Software and Tools for QAIP.
- Overview of quality assurance and audit management software.
- Automation in quality assurance processes.
- Data Analytics in QAIP.
- Using data analytics to enhance QAIP.
- Tools for monitoring quality metrics in real-time.
- Practical Session: Hands-on with QA Tools.

• 02 DAY TWO

Continuous Monitoring and Improvement:

- Continuous Quality Monitoring.
- Setting up real-time monitoring systems.
- Key performance indicators (KPIs) for quality assurance.
- Quality Improvement Techniques.
- Root cause analysis (RCA).
- Lean Six Sigma basics for quality improvement.
- Practical Workshop: Designing a Monitoring Dashboard.

Quality Assurance Reviews:

- Types of Quality Assurance Reviews.
- Internal and external reviews.
- Ongoing monitoring vs. periodic reviews.
- Conducting a QA Review.
- Planning and executing a QA review.
- Review techniques and documentation.
- Self-Assessment of Internal Controls.
- Performing quality self-assessments.

Reporting and Communicating Quality Results:

- QAIP Reporting.
- Elements of an effective QAIP report.
- Communicating findings to stakeholders.
- Corrective Action Plans.
- Designing and implementing corrective actions.
- Monitoring effectiveness of corrective measures.
- Workshop: Developing a QAIP Report.

• 03 DAY THREE

Risk Management in QAIP:

- Integrating Risk Management with QAIP.
- Identifying and assessing risks within QAIP processes.
- Implementing risk controls and mitigation strategies.
- Case Studies on QAIP and Risk Management.
- Analyzing real-world QAIP risk scenarios.
- Lessons learned from industry examples.

Continuous Improvement and Change Management:

- Continuous Improvement Frameworks.
- Kaizen, PDCA (Plan-Do-Check-Act), and other improvement cycles.
- Change management in quality improvement.
- Innovation in Quality Assurance.
- Embracing innovation for better quality management.
- Case studies of successful improvement initiatives.
- Workshop: Creating a Continuous Improvement Plan.

QAIP Evaluation and Program Sustainability:

- Evaluating QAIP Effectiveness.
- Metrics and methods for evaluating the success of a QAIP.
- Balancing efficiency with effectiveness.
- Sustaining and Evolving QAIP.
- Ensuring long-term sustainability of quality assurance efforts.
- Updating QAIP for future business needs.
- Final Workshop: Presenting a QAIP Sustainability Plan.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 4, 2025	May 6, 2025	3 days	3250.00 \$	KSA - Jeddah
Aug. 18, 2025	Aug. 20, 2025	3 days	3950.00 \$	England - London
Nov. 17, 2025	Nov. 19, 2025	3 days	3250.00 \$	UAE - Dubai