



Quality Management & Operational Excellence

Quality Control and Assurance Techniques

Course Introduction

Quality is an important factor when it comes to any product or service. Therefore, all manufactures and service providers constantly look for enhancing their product or service quality. In order to maintain or enhance the quality of the offerings, Quality Control and Quality Assurance are the two techniques used. These two practices make sure that the end product or the service meets the quality requirements and standards defined for the product or the service.

This training course is very relevant in today's competitive world, with the high market competition, quality has become the market differentiator for almost all products and services. Quality control is essential to building a successful business that delivers products that meet or exceed customers' expectations. It also forms the basis of an efficient business that minimizes waste and operates at high levels of productivity.

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

- Get better understanding on the importance of Quality Control and Quality Assurance.
- Learn about different Quality control and quality assurance techniques
- Identify the best quality control and quality assurance techniques that can be used for the quality improvement for products, and production processes.
- Effectively set controls for monitoring and ensuring compliance to those Quality standards (forms, processes, statistical tools and measures...etc.)
- Learn corrective and preventive measures to avoid quality defects.
- Recognize and apply some of the best practice concepts and principles of Quality Control.

Course Outline

• 01 DAY ONE

Introduction

- What is Quality?
- Common meanings and definitions of Quality
- Importance and need for Quality
- Benefits of implementing a quality model
- ISO9001 and Quality management systems
- Cost of poor quality

Quality Control

- Introduction to Quality Control.
- Definition and importance of Quality Control.

- What is Quality Assurance and its importance
- Difference between Quality control and quality assurance
- Benefits of Quality control and Quality assurance

• 02 DAY TWO

Quality Control and Quality Assurance

- Introduction to Quality Assurance and Control Principles
- The Concept of Total Quality Management
- The Core Principles in Achieving Total Quality Management
- Identifying Opportunities for Organizational Continuous Improvement

Monitoring Quality on Products

- Controls for monitoring and ensuring compliance to quality standards
- Quality forms,
- Processes
- Statistical tools and measures
- Monitoring quality of used tools and production raw materials.
- Designing refinement plans for quality defects and faults
- Corrective and Preventive measures to avoid quality defects.

• 03 DAY THREE

Techniques and Best Practices for Quality Control

- Process mapping and process management
- Management elements and planning tools
- Process auditing “Turtle Diagram”
- Failure Mode and Effects Analysis (FMEA)
- Deming’s fourteen points
- Juran’s quality trilogy
- Crosby’s zero-defect mindset
- House of quality and Quality Function Deployment (QFD)

• 04 DAY FOUR

Techniques and Best Practices for Quality Control

- Six Sigma methodology
- Lean principles, Kaizen and 5S
- Ishikawa's seven basic tools of quality
- Cause and Effect Diagrams
- Flowcharts and Check Sheets
- Pareto Diagrams
- Histograms
- Control Charts and Benchmarking
- Design of Experiments

- Statistical Sampling

• 05 DAY FIVE

Tools & Techniques for Quality Assurance

- Affinity Diagrams & Process Decision Program Charts (PDPC).
- Interrelationship Diagrams Tree Diagrams
- Prioritization Matrices & Activity Network Diagrams
- Matrix Diagrams
- Quality Audit
- Process Analysis
- Review of learning and action planning

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 30, 2025	July 4, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 11, 2025	Aug. 15, 2025	5 days	4950.00 \$	Netherlands - Amsterdam

FROM	TO	DURATION	FEES	LOCATION
Oct. 13, 2025	Oct. 17, 2025	5 days	4250.00 \$	UAE - Abu Dhabi