BOOST
THE LEADING TRAINING PROVIDER

Quality Management & Operational Excellence

Concern for the Quality

Course Introduction

Concern for quality is essential for leadership to ensure that products, services, and processes meet high standards. As leaders, it's important to inspire a shared commitment to quality within teams, promote accountability, and make quality a core part of the organizational culture. Leaders must not only focus on delivering results but also ensure that quality is prioritized at every stage of work.

This program will teach leaders how to set clear quality expectations, monitor and measure quality, solve quality-related problems, and foster a culture of continuous improvement. Leaders will gain practical skills for identifying quality gaps, making data-driven decisions, and leading improvement initiatives. The course emphasizes the role of leadership in setting standards, providing feedback, and motivating teams to maintain a consistent focus on quality.

Training Course Methodology

This course is designed to be interactive and participatory, and includes various learning tools to enable the participants to function effectively and efficiently. The course will use sessions, exercises, and case applications, and presentation about proven-by-practice methods, new insights and ideas about the topic and its effects in a corporate world.

Target Audience

- Quality Assurance Managers
- Operations Managers
- Senior Leaders and Executives
- Team Leaders and Supervisors
- Continuous Improvement Specialists
- Project Managers
- Quality Control Specialists
- Process Improvement Managers
- Department Heads
- Middle Managers Transitioning to Senior Leadership

- Customer Experience Managers
- Professionals Responsible for Organizational Excellence

Learning Objectives

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

- Identify the importance of quality and its impact on leadership and organizational success.
- Learn how to set clear quality expectations and lead by example to ensure adherence.
- Develop skills for monitoring and measuring quality using data and key performance indicators.
- Gain problem-solving tools to address and resolve quality issues effectively.
- Foster a culture of continuous quality improvement that encourages innovation and accountability.

Course Outline

- **01 Day One**

  Understanding the Importance of Quality

  - Defining quality in the context of leadership and organizational success
  - The role of leadership in promoting quality standards
  - The impact of quality on customer satisfaction and loyalty
  - Recognizing the cost of poor quality and its consequences
  - The relationship between quality and organizational reputation
  - How quality influences productivity and efficiency
  - Building a quality-driven culture within teams

- **02 Day Two**

  Leadership's Role in Setting Quality Expectations

  - Setting clear quality standards for the team
  - Communicating quality expectations effectively
  - Leading by example: demonstrating commitment to quality
  - Ensuring accountability in meeting quality standards

- Encouraging ownership of quality within the team
- Developing strategies for maintaining quality consistency
- Creating an environment that fosters continuous improvement

- **03 Day Three**

  Monitoring and Measuring Quality

  - Defining key performance indicators (KPIs) for quality
  - Tools and methods for measuring quality performance
  - Using data to assess and track quality outcomes
  - Conducting quality audits and reviews
  - Identifying and addressing quality gaps or issues
  - Providing regular feedback to team members about quality
  - Adjusting strategies based on quality measurement results

- **04 Day Four**

  Problem Solving and Addressing Quality Issues

  - Identifying the root causes of quality problems
  - Techniques for effective problem-solving in quality management
  - Involving the team in quality improvement processes
  - Using continuous improvement models (e.g., PDCA)
  - Developing corrective and preventive actions (CAPA)
  - Communicating quality issues and solutions clearly to the team
  - Learning from quality failures and implementing solutions

- **05 Day Five**

  Fostering a Culture of Continuous Quality Improvement

  - Encouraging innovation and feedback to improve quality
  - Promoting a mindset of continuous quality improvement
  - Training and developing employees to enhance their quality focus
  - Celebrating successes and recognizing quality achievements
  - Building cross-functional teams to drive quality improvements
  - Measuring the long-term impact of quality improvements
  - Leading quality improvement initiatives at all levels of the organization

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 14, 2025	July 18, 2025	5 days	4250.00 $	UAE - Dubai

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