BOOST
THE LEADING TRAINING PROVIDER

Quality Management & Operational Excellence

Strategic Quality Management in IT

Course Introduction

In the dynamic world of information technology, ensuring quality is not just a goal—it's a necessity. This 5-day course, brought to you by BOOST, is designed to help IT professionals master the art of integrating quality management into their strategic planning. You'll learn how to align quality goals with IT objectives, use data to drive decisions, and implement best practices that ensure continuous improvement. Whether you're managing software development, IT operations, or digital transformation projects, this course will give you the tools to lead with confidence and deliver exceptional results.

Target Audience

- IT managers and directors
- Quality assurance professionals in IT
- Software development and DevOps teams
- IT project managers
- Professionals involved in IT strategy and operations

Learning Objectives

1. Grasp the fundamentals of strategic quality management in IT.
2. Align quality objectives with your organization's IT and business goals.
3. Design and implement effective quality management systems tailored to IT.
4. Use data and metrics to monitor, analyse, and improve IT quality.
5. Explore tools and methodologies that enhance quality in IT processes.
6. Develop a clear roadmap to integrate quality into your IT strategy.

Course Outline

- **01 DAY ONE**

  The Essentials of Quality Management in IT

  - Welcome and introduction by BOOST
  - Why quality management is critical in IT
  - Key concepts: IT quality frameworks, standards, and best practices
  - Aligning quality goals with your IT strategy
  - The benefits of embedding quality into IT planning

- **02 DAY TWO**

  Building Quality Management Systems for IT

  - How to design effective quality management systems for IT
  - Key components: Policies, processes, and performance metrics
  - Tools for implementing IT quality management (e.g., ITIL, DevOps)
  - Ensuring compliance with IT standards and regulations
  - Creating a scalable and adaptable quality framework

- **03 DAY THREE**

  Using Data to Drive IT Quality

  - The role of data in IT quality management
  - Identifying and tracking key IT quality metrics (KPIs)
  - Leveraging data analytics to improve IT performance and reliability
  - Tools for collecting, analysing, and visualizing IT data
  - Communicating IT quality performance to stakeholders

- **04 DAY FOUR**

  Continuous Improvement in IT Quality

  - Strategies for fostering continuous improvement in IT quality
  - Root cause analysis and problem-solving techniques
  - Using automation and AI to enhance quality processes
  - Building a culture of quality within IT teams
  - Overcoming common challenges in IT quality management

- **05 DAY FIVE**

Implementing and Sustaining IT Quality Strategies

◦ How to successfully implement IT quality plans

◦ Monitoring progress and making data-driven adjustments

◦ Ensuring long-term sustainability of IT quality initiatives

◦ Creating a roadmap for strategic IT quality management

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 19, 2025	May 23, 2025	5 days	4250.00 $	UAE - Dubai
July 7, 2025	July 11, 2025	5 days	5950.00 $	USA - Los Angeles
Oct. 20, 2025	Oct. 24, 2025	5 days	4250.00 $	UAE - Dubai