



Quality Management & Operational Excellence

Strategic Quality Measurement and Reporting

Course Introduction

Quality measurement and reporting are the backbone of continuous improvement and organizational success. This 5-day course, offered by BOOST, focuses on helping professionals develop robust systems for measuring, analysing, and reporting quality performance. You'll learn how to identify key metrics, use data-driven approaches, and communicate quality insights effectively to stakeholders. Whether you're in manufacturing, healthcare, or IT, this course will prepare you to lead quality measurement initiatives that deliver actionable insights.

Target Audience

- Quality managers and directors
- Data analysts and quality assurance professionals
- Business leaders and senior executives
- Professionals involved in quality performance monitoring and reporting

Learning Objectives

1. Understand the principles of strategic quality measurement and reporting.
2. Identify and track key quality metrics (KPIs).
3. Analyse and interpret quality data effectively.
4. Create actionable quality reports for stakeholders.
5. Explore tools and methodologies for quality measurement and reporting.
6. Develop a roadmap for implementing quality measurement systems.

Course Outline

• 01 DAY ONE

The Essentials of Quality Measurement and Reporting

- Welcome and introduction by BOOST
- Why quality measurement and reporting matter
- Key concepts: Quality metrics, KPIs, and performance indicators
- Aligning quality measurement with organizational goals
- The benefits of effective quality reporting

• 02 DAY TWO

Identifying and Tracking Key Quality Metrics

- How to select relevant quality metrics
- Identifying key performance indicators (KPIs) for quality
- Tools for tracking and monitoring quality metrics
- Ensuring data accuracy and consistency
- Building a framework for quality measurement

• 03 DAY THREE

Analysing and Interpreting Quality Data

- Techniques for analysing quality data effectively
- Using data visualization tools to interpret quality insights
- Identifying trends, gaps, and improvement opportunities
- Tools for data analysis and visualization (e.g., Power BI, Tableau)
- Communicating data insights to stakeholders

• 04 DAY FOUR

Creating Actionable Quality Reports

- Principles of effective quality reporting
- Structuring quality reports for different audiences
- Using storytelling techniques to communicate quality insights
- Tools for creating and presenting quality reports
- Ensuring reports drive actionable decisions

• 05 DAY FIVE

Implementing and Sustaining Quality Measurement Systems

- How to successfully implement quality measurement systems
- Monitoring progress and making data-driven adjustments
- Ensuring long-term sustainability of quality measurement initiatives
- Creating a roadmap for strategic quality measurement and reporting

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 26, 2025	May 30, 2025	5 days	4250.00 \$	UAE - Dubai
July 7, 2025	July 11, 2025	5 days	4950.00 \$	South Africa - Cape Town
Oct. 13, 2025	Oct. 17, 2025	5 days	4250.00 \$	UAE - Abu Dhabi