



London TDM

Quality and Productivity Improvement Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 09 November 2025 To 13 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

The "Quality Control and Assurance Techniques" course is designed to equip professionals with essential skills and knowledge in managing and improving quality in various industries. During this intensive 5-day program, participants will learn to implement effective quality control measures and assurance practices to enhance product and service standards, ensuring compliance with industry regulations and customer expectations.

Objectives

- Understand key concepts of quality control and assurance.
- Implement quality management systems effectively.
- Utilize statistical tools for quality control.
- Identify and solve quality-related issues.
- Enhance continuous improvement strategies within organizations.

Course Outlines

Day 1: Introduction to Quality Control and Assurance

- Understanding Quality: Definitions and Importance
- Historical Developments in Quality Control
- Quality Control vs. Quality Assurance
- Key Principles of Quality Management
- Overview of Quality Management Standards

Day 2: Quality Management Systems (QMS)

- Introduction to Quality Management Systems
- ISO 9001: Overview and Requirements
- Implementing QMS in Organizations
- Documentation and Process Control
- Audit Planning and Execution

Day 3: Quality Tools and Techniques

- Introduction to Quality Tools
- Using Statistical Process Control (SPC)
- Process Flow Charts and Diagrams
- Pareto Analysis and Cause-Effect Diagrams
- Introduction to Six Sigma and Lean Principles

Day 4: Problem Solving and Improvement Strategies

- Root Cause Analysis Techniques
- Corrective and Preventive Actions (CAPA)
- Implementing Continuous Improvement Programs
- Process Improvement Case Studies
- Using Data for Decision Making

Day 5: Quality in Practice and Future Trends

- Quality in Manufacturing vs. Service Industries
- Adapting to Technological Advances in Quality Control
- The Role of Quality in Customer Satisfaction
- Sustainability and Quality Assurance
- Future Trends in Quality Management