



London TDM

# Quality and Productivity Improvement Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 01 March 2026 To 05 March 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Quality Management in Service Industries is crucial for ensuring customer satisfaction, loyalty, and operational efficiency. This 5-day professional course is designed for managers and professionals who aim to implement and enhance quality management systems within service-oriented businesses. Participants will gain insights into the tools, techniques, and best practices necessary to deliver exceptional service quality.

## Objectives

- Understand the fundamentals and importance of quality management in service industries.
- Learn to design and implement effective quality management systems.
- Develop skills to identify, analyze, and resolve quality issues.
- Apply continuous improvement methodologies to enhance service delivery.
- Explore the role of technology and data in quality management.

## Course Outlines

### Day 1: Introduction to Quality Management in Service Industries

- Definition and Importance of Service Quality
- Principles of Quality Management
- Challenges in the Service Industry
- Customer Expectations and Satisfaction
- Case Studies in Service Quality Excellence

### Day 2: Designing Quality Management Systems

- Components of a Quality Management System (QMS)
- ISO Standards for Service Industries
- Creating a Quality Policy and Objectives
- Role of Leadership in Quality Management
- Developing a Quality Manual

### Day 3: Quality Control and Assurance Techniques

- Inspection and Testing Methods in Services
- Statistical Process Control (SPC)
- Auditing and Reviewing Quality Systems
- Supplier Quality Management
- Tools for Quality Improvement: Six Sigma, Lean

### Day 4: Continuous Improvement in Service Delivery

- Understanding Continuous Improvement Processes
- Implementing Plan-Do-Check-Act (PDCA) Cycle
- Performance Metrics and Key Performance Indicators (KPIs)
- Employee Involvement and Training
- Feedback Mechanisms for Continuous Enhancement

## **Day 5: Technology and Innovation in Quality Management**

- Role of Technology in Modern Quality Management
- Data-Driven Decision Making
- Innovation in Service Design and Delivery
- Digital Tools for Quality Monitoring
- Future Trends in Quality Management