





Course: Professional Diploma in Quality Management

| Code | City | hotel | Start | End | price | Hours |
|------|------------------|---------------|------------|------------|--------|-------|
| 730 | Zagreb (Croatia) | Hotel Meeting | 2025-06-16 | 2025-06-27 | 8950 € | 80 |

Introduction

Individuals, leaders, supervisors and all those who are engaged in quality management implementation and improvement of organizational performance.

Objectives

- Describe the importance of quality in organizations.
- Explain the impact of leadership to support quality management systems.
- Summarize the most used quality philosophies and tools to establish priorities within their organization.
- Study international, national and local quality standards, models and awards (ISO, TQM, Malcolm Baldrige etc.).
- Assess team dynamics and the role of teams in their continual improvement projects.

How to prepare a professional diploma

- The diploma is held by the direct training system
- Number of hours 80 training hours
- Classes start at 08:00 am and end at 05:00 pm

Certificates



- The trainee is given a certificate documenting his attendance, participation and interest in the diploma, attested by the Swedish Ministry of Foreign Affairs
- 80% of the diploma hours must be completed to obtain the certificate

Advantages of attending and participating in diploma activities with the Scandinavian Academy for Training and Development in the Kingdom of Sweden

- After completing the diploma and successfully passing it, the trainee participating in the diploma gets a training scientific bag that includes:
 - An integrated training package containing (certificate of attendance, participation and interest in the diploma attested by the Swedish Ministry of Foreign Affairs - the scientific material for the diploma)
- The Scandinavian Academy for Training and Development is a specialized training company registered in the Kingdom of Sweden under the number - 559173-7431
- The certificate issued by the Scandinavian Academy for Training and Development is not considered an academic certificate, but rather a professional certificate documenting participation and attendance in training activities. All attestations of the certificate are commercial attestation only, not academic.

Content

Leadership and Management in Quality

- Definitions
- Process-Based View
- Productivity Limitations
- The MUDA Factor
- Eight Types of Waste
- Cost of Poor Quality
- Quality Basics and Definitions



Definition and Concept of Quality

- History of Quality
- Benefits of Implementing a Quality Model
- Review of Common Quality Models
- Review of Quality Gurus
- Quality Philosophies
- Deming's 14 Points
- Juran's Trilogy
- Crosby's Zero Defects
- House of Quality and Quality Function Deployment (QFD)
- Six Sigma Methodology
- Lean Principles
- Quality Models, Awards and Methodologies
- Malcolm Baldrige National Quality Award and EFQM
- HH Sheikh Khalifa Excellence Award
- ISO9001:2008
- Total Quality Management

Building Teams in a Quality Management System

- Why are Teams Important in Quality Management Projects?
- Barriers to Teams Achievement
- Characteristics of Effective Teams
- Team Development Cycle
- Team Members Selection Tools

Improvement Tools and Techniques

- Streamlining the Organization
- The "ESSA" Method
- Savings in Material Costs



- Reducing the Costs of Services
- 140 Ideas to Cut Costs

Ethics in Quality Management

- American Society for Quality Code of Ethics



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.