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# Course: Professional Diploma in Quality Management

Code	City	Hotel	Start	End	Price	Language - Hours
730	Zagreb (Croatia)	Hotel Meeting	2025-06-16	2025-06-27	8950 €	En - 50

## 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.