



# Professional Diploma



**SCANDINAVIAN ACADEMY**  
For Training and Development



# Course: Professional Diploma in Quality Management

Code	City	hotel	Start	End	price	Hours
730	New York (US)	Hotel Meeting Room	2024-07-01	2024-07-12	9950 €	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.

## 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

### **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**



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- **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.**



**The Scandinavian Academy 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 buffet sessions for light meals during lectures.