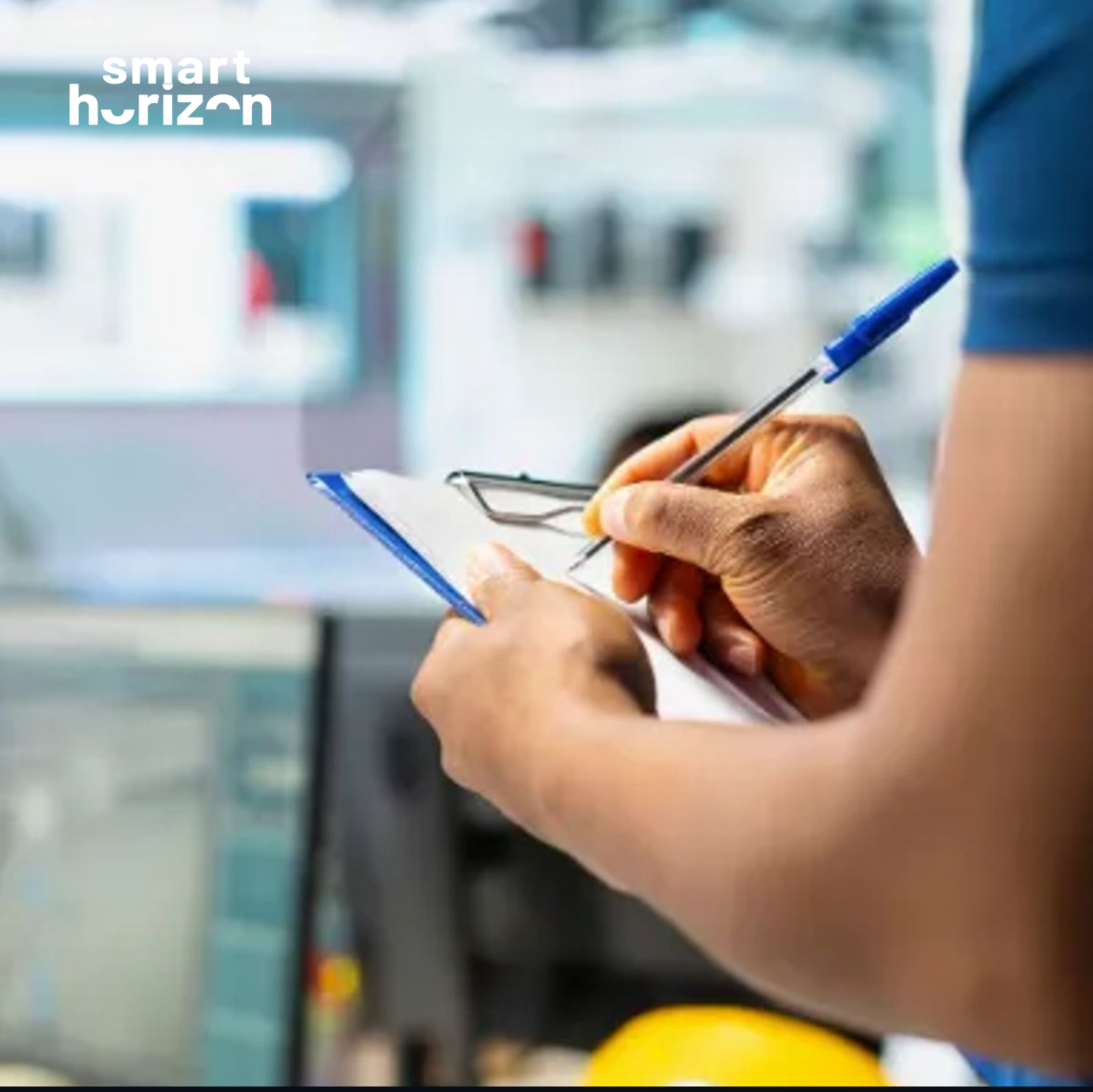


QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Quality Management Systems: Implementation and Improvement

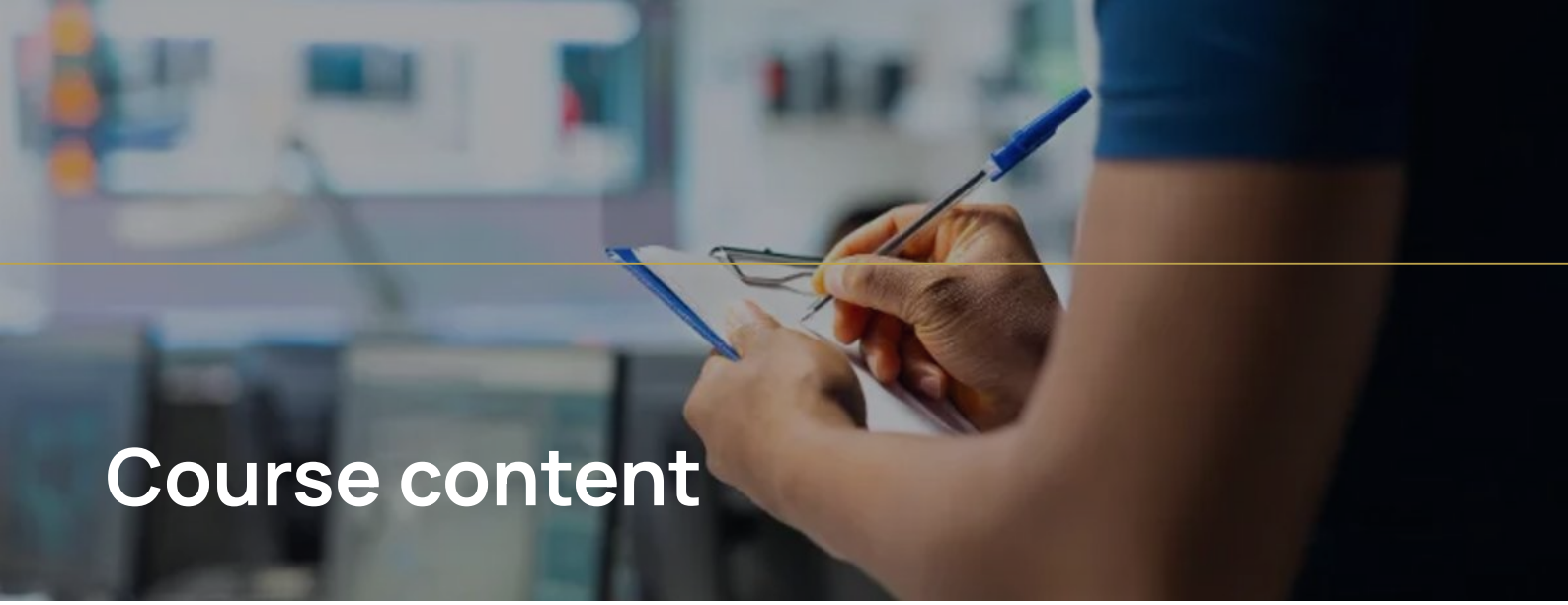
5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

This course provides professionals with the knowledge and skills to implement and improve Quality Management Systems (QMS) effectively. Participants will learn to navigate standards, assess current practices, and drive continuous improvement initiatives within their organisations.

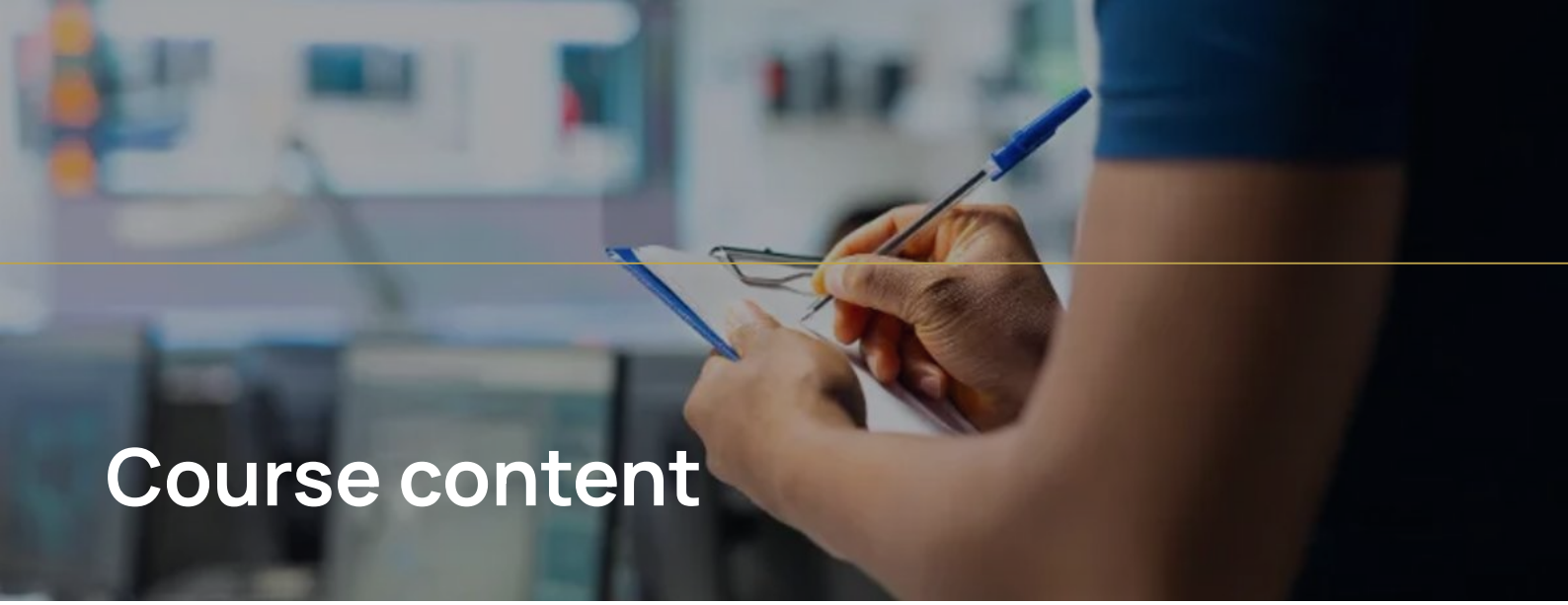
Quality Management Systems are essential for ensuring consistent product quality and customer satisfaction. Many organisations struggle with ineffective QMS, leading to increased costs, compliance issues, and customer dissatisfaction. This course addresses these challenges by equipping participants with the tools to assess and enhance their QMS effectively. By understanding the principles of quality management, participants will be able to identify inefficiencies, implement corrective actions, and foster a culture of quality that aligns with organisational goals. This proactive approach not only mitigates risks but also enhances overall operational performance, making quality a strategic advantage. Participants will engage in practical exercises to analyse existing systems, identify gaps, and implement improvements. They will learn to apply methodologies such as PDCA (Plan-Do-Check-Act) and root cause analysis, enabling them to make informed decisions that enhance quality and operational efficiency. Additionally, they will develop skills to communicate quality objectives across teams, ensuring alignment and commitment to quality initiatives. This course empowers professionals to lead quality improvement projects, facilitating collaboration among stakeholders and driving sustainable change within their organisations. Ultimately, participants will leave with actionable insights and strategies to elevate their QMS.

Professional Problems This Course Is Designed to Solve

- Quality procedures that are documented but inconsistently applied.
- Unclear process ownership and weak evidence of performance.
- Difficulty turning quality findings into sustained improvements.

Course methodology

The course employs a blend of interactive workshops, case studies, and practical exercises to build competencies in QMS implementation and improvement. Participants will engage in group discussions to analyse real-world scenarios, apply quality tools, and develop actionable plans. Specific exercises will include conducting mock audits, developing quality objectives, and creating implementation strategies. Outputs will include QMS assessment reports, implementation plans, and continuous improvement frameworks, demonstrating their ability to apply learned concepts effectively. This hands-on approach ensures that participants not only understand theoretical aspects but also gain practical experience in applying quality management principles in their workplace, fostering a deeper understanding of the material.



Course content

Course objectives

By the end of this course, participants will be able to:
• Assess current Quality Management Systems using established criteria and benchmarks.
• Design a comprehensive QMS implementation plan tailored to organisational needs.
• Analyse quality metrics to identify areas for improvement within existing processes.
• Prioritise improvement initiatives based on impact and feasibility assessments.
• Justify the selection of quality tools and methodologies for specific improvement projects.
• Construct a continuous improvement framework that aligns with organisational goals.

Target audience

This course is suitable for:
• Quality Managers responsible for QMS oversight and improvement initiatives.
• Process Improvement Specialists focused on enhancing operational efficiency.
• Compliance Officers ensuring adherence to quality standards and regulations.
• Project Managers leading quality-related projects and initiatives.

Target competencies

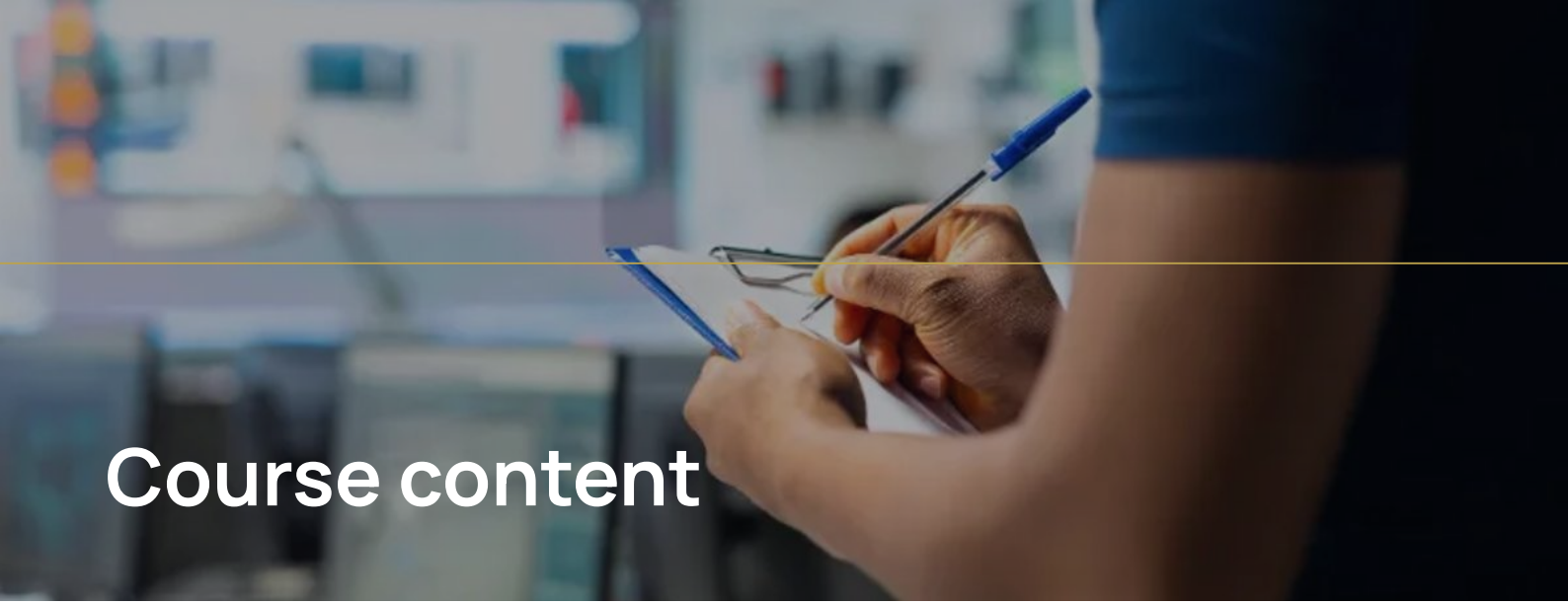
Participants will develop competencies in:
• Conducting thorough QMS assessments and audits.
• Developing tailored QMS implementation strategies.
• Utilising quality improvement methodologies effectively.
• Analysing and interpreting quality performance data.
• Facilitating cross-functional teams for quality initiatives.
• Implementing continuous improvement practices within teams.

Course outline

Day 1: Understanding Quality Management Systems

Applied activity: Participants will review a fictional company's existing QMS documentation and identify compliance gaps against ISO 9001 standards. They will discuss their findings in small groups and propose initial recommendations for improvement, focusing on practical implementation strategies.
Output: A gap analysis report highlighting compliance issues and suggested improvements.

09:00–09:54	Introduction to Quality Management Principles and Standards, including ISO 9001 requirements
09:54–10:48	Key components of an effective Quality Management System and their interrelations



Course content

10:48–11:00	Roles and responsibilities in QMS implementation and maintenance across departments
11:00–11:30	**Coffee break**
11:30–12:12	Roles and responsibilities in QMS implementation and maintenance across departments (continued)
12:12–13:06	Common challenges in QMS adoption and strategies to overcome them effectively
13:06–14:00	Best practices for establishing a culture of quality within the organisation

Day 2: Assessing Current Practices

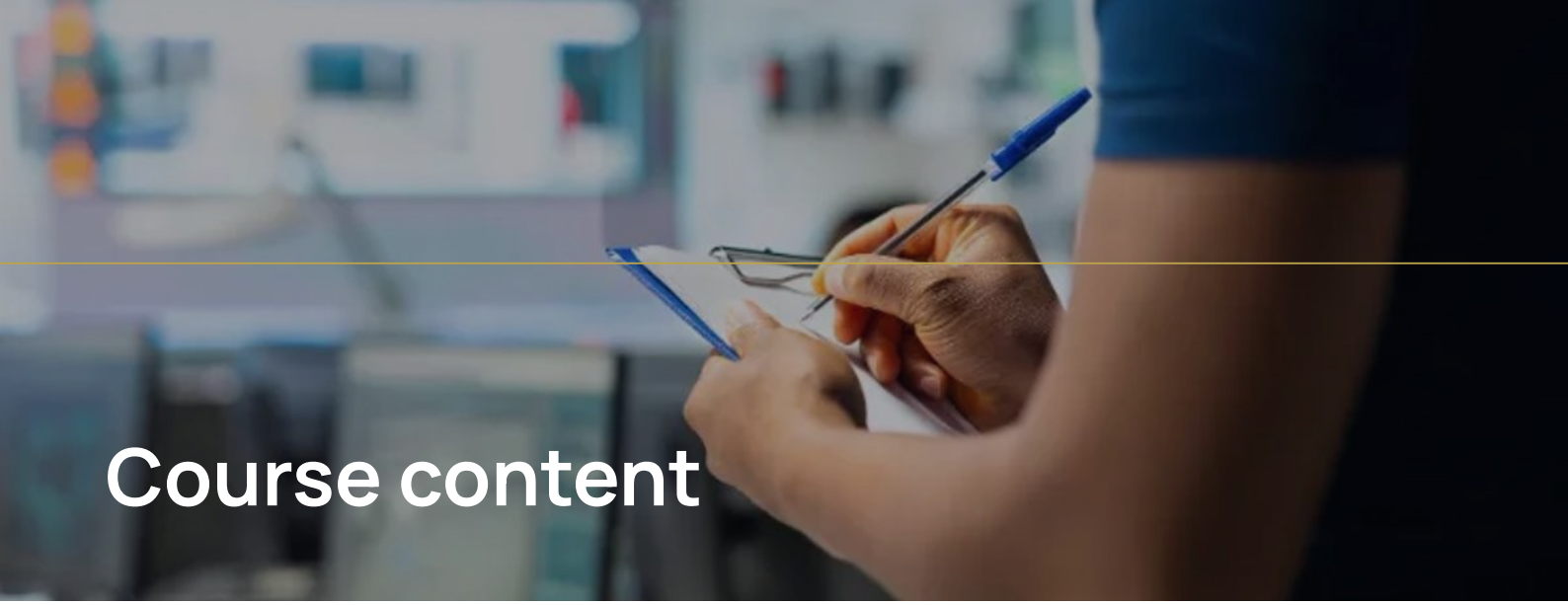
Applied activity: In groups, participants will conduct a SWOT analysis of a fictional organisation's QMS, identifying strengths, weaknesses, opportunities, and threats. They will then present their analysis to the class for feedback and collaborative improvement suggestions.
Output: A SWOT analysis presentation summarising findings and strategic recommendations.

09:00–09:54	Conducting a QMS assessment using established tools and techniques for evaluation
09:54–10:48	Identifying key performance indicators (KPIs) for measuring quality and success
10:48–11:00	Utilising SWOT analysis for comprehensive QMS evaluation and stakeholder engagement
11:00–11:30	**Coffee break**
11:30–12:12	Utilising SWOT analysis for comprehensive QMS evaluation and stakeholder engagement (continued)
12:12–13:06	Engaging stakeholders in the assessment process for buy-in and support
13:06–14:00	Documenting assessment findings and actionable recommendations for improvement

Day 3: Designing and Implementing QMS

Applied activity: Participants will create a detailed implementation plan for a fictional QMS, including objectives, timelines, and resource allocation. They will present their plan to the class for critique and improvement suggestions, focusing on practical execution.
Output: A comprehensive QMS implementation plan document outlining key steps.

09:00–09:54	Developing a QMS implementation plan that aligns with organisational goals and objectives
09:54–10:48	Setting measurable quality objectives and targets for success and accountability
10:48–11:00	Aligning QMS with organisational strategy and stakeholder needs for effectiveness



Course content

11:00–11:30	**Coffee break**
11:30–12:12	Aligning QMS with organisational strategy and stakeholder needs for effectiveness (continued)
12:12–13:06	Communicating the QMS vision to stakeholders for engagement and support
13:06–14:00	Training and engaging employees in QMS processes and responsibilities for sustainability

Day 4: Driving Continuous Improvement

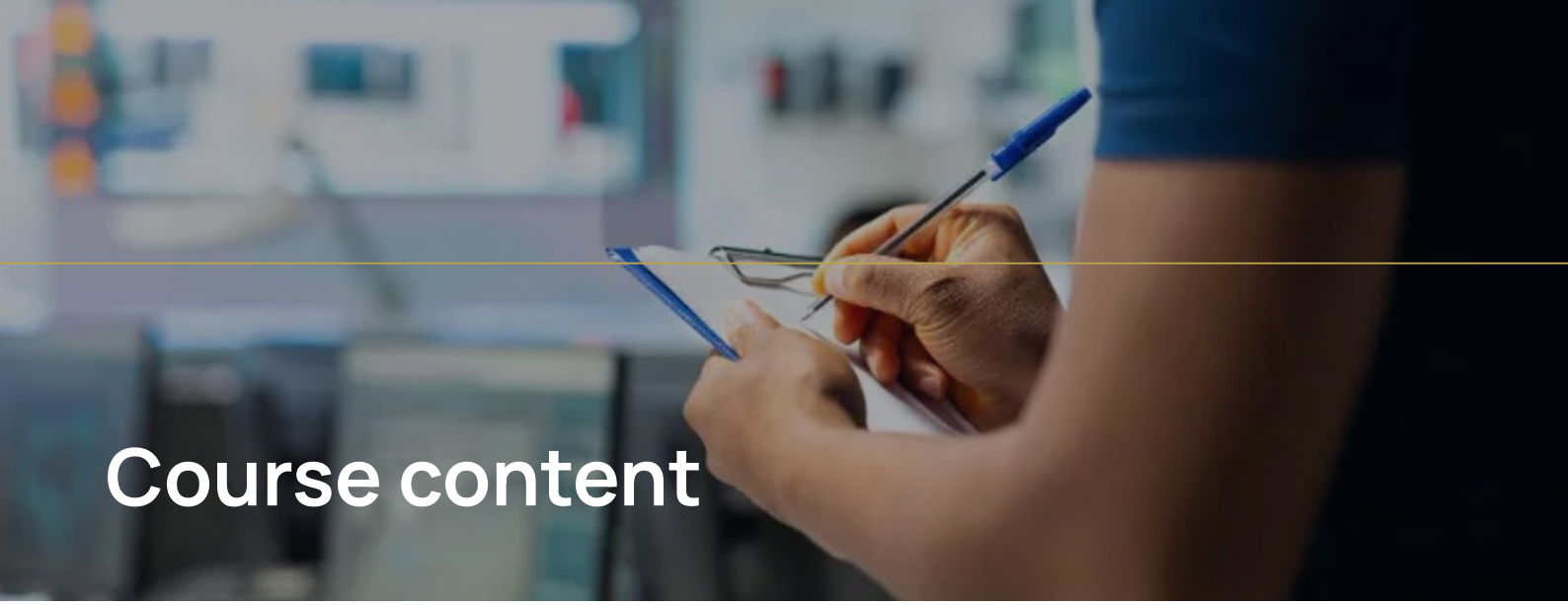
Applied activity: Using a fictional case study, participants will apply root cause analysis to identify issues affecting product quality. They will develop a PDCA cycle to address these issues and present their proposed solutions, focusing on measurable outcomes and improvements.
Output: A PDCA cycle plan addressing identified quality issues with actionable steps.

09:00–09:54	Introduction to continuous improvement methodologies (PDCA, Six Sigma) for quality enhancement
09:54–10:48	Tools for root cause analysis (5 Whys, Fishbone Diagram) to identify issues
10:48–11:00	Establishing a culture of quality and continuous improvement within teams
11:00–11:30	**Coffee break**
11:30–12:12	Establishing a culture of quality and continuous improvement within teams (continued)
12:12–13:06	Monitoring and measuring improvement outcomes effectively using metrics
13:06–14:00	Communicating success stories and lessons learned to stakeholders for motivation

Day 5: Integrating Quality Management Practices

Applied activity: Participants will work in teams to develop an integrated quality improvement framework for a fictional organisation, considering various management systems. They will outline steps for implementation, evaluation, and continuous feedback to ensure ongoing improvement.
Output: An integrated quality improvement framework document detailing implementation steps.

09:00–09:54	Creating a robust quality improvement framework for the organisation's sustainability
09:54–10:48	Aligning QMS with other management systems (e.g., EMS, OHSMS) for synergy
10:48–11:00	Developing a roadmap for ongoing QMS enhancement and sustainability
11:00–11:30	**Coffee break**
11:30–12:12	Developing a roadmap for ongoing QMS enhancement and sustainability (continued)
12:12–13:06	Engaging leadership in quality initiatives for organisational buy-in and support



Course content

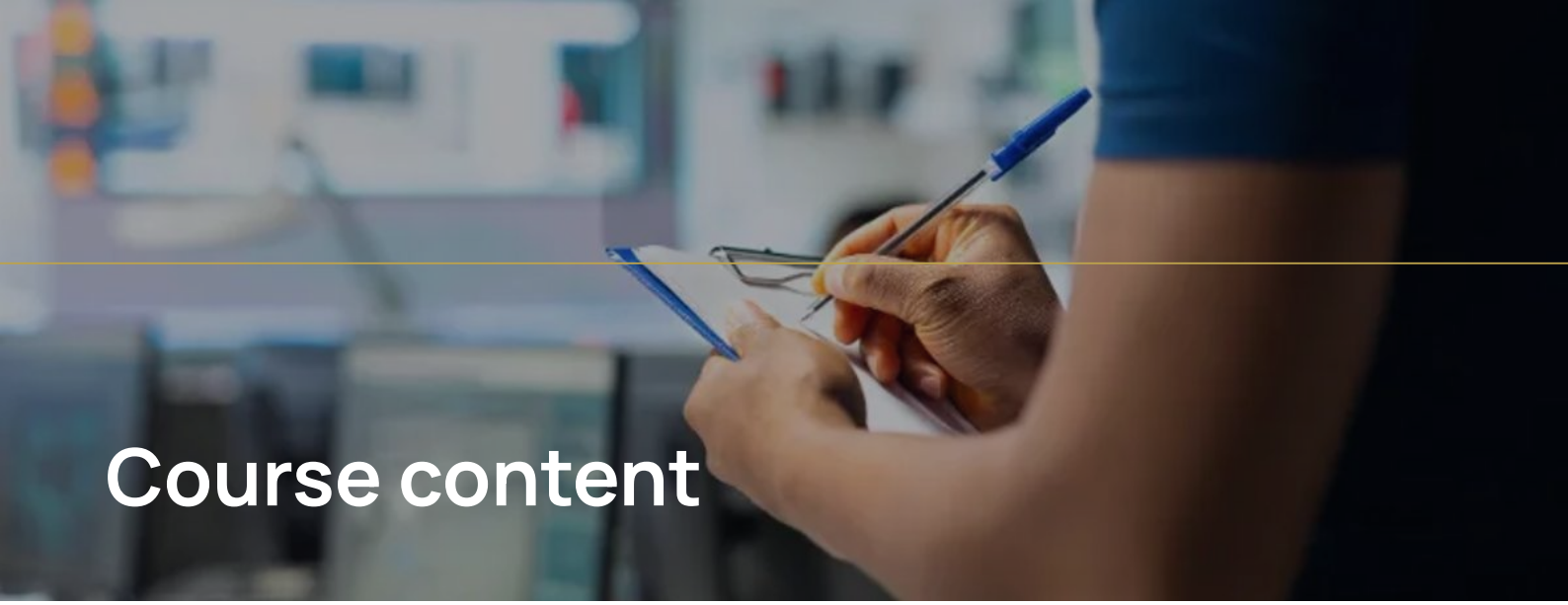
13:06–14:00	Evaluating the effectiveness of QMS improvements through metrics and feedback

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

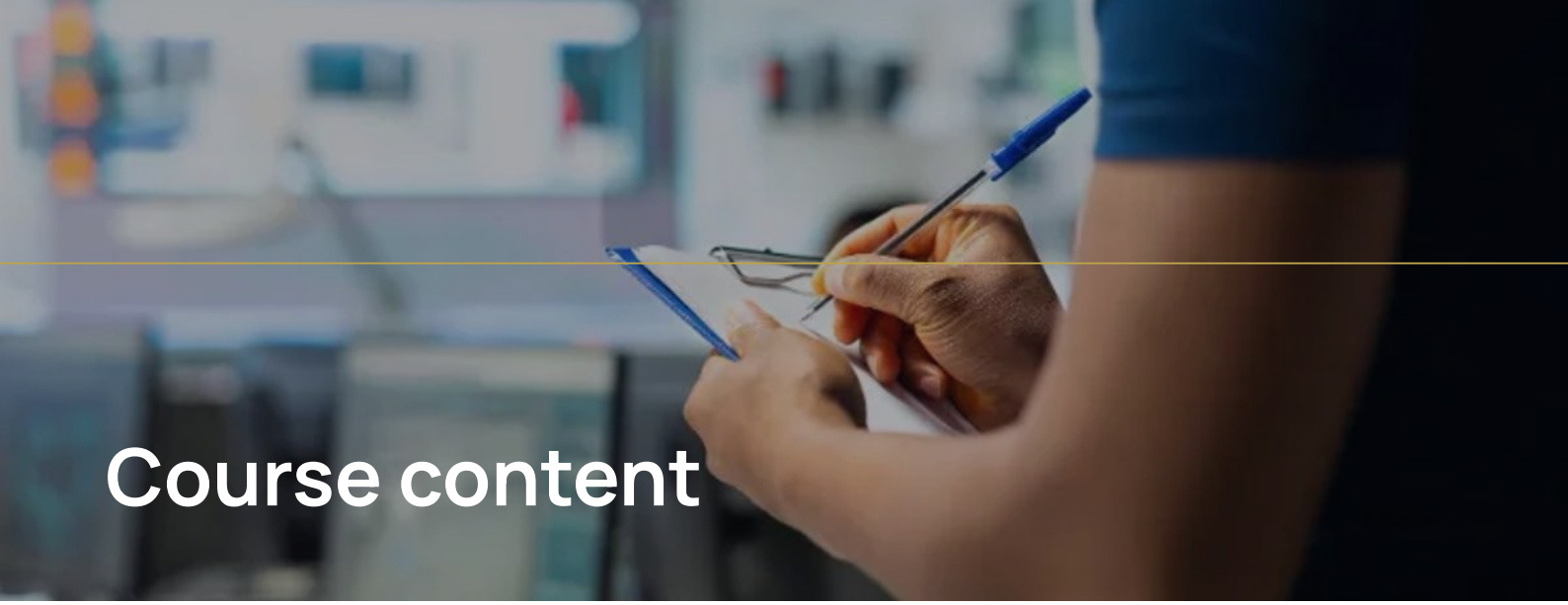
Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	16 Nov 2026	20 Nov 2026	**€3,150.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Rome Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Frankfurt Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Kuala Lumpur Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,450.-**



Course content

Dates, venues and fees (continued)

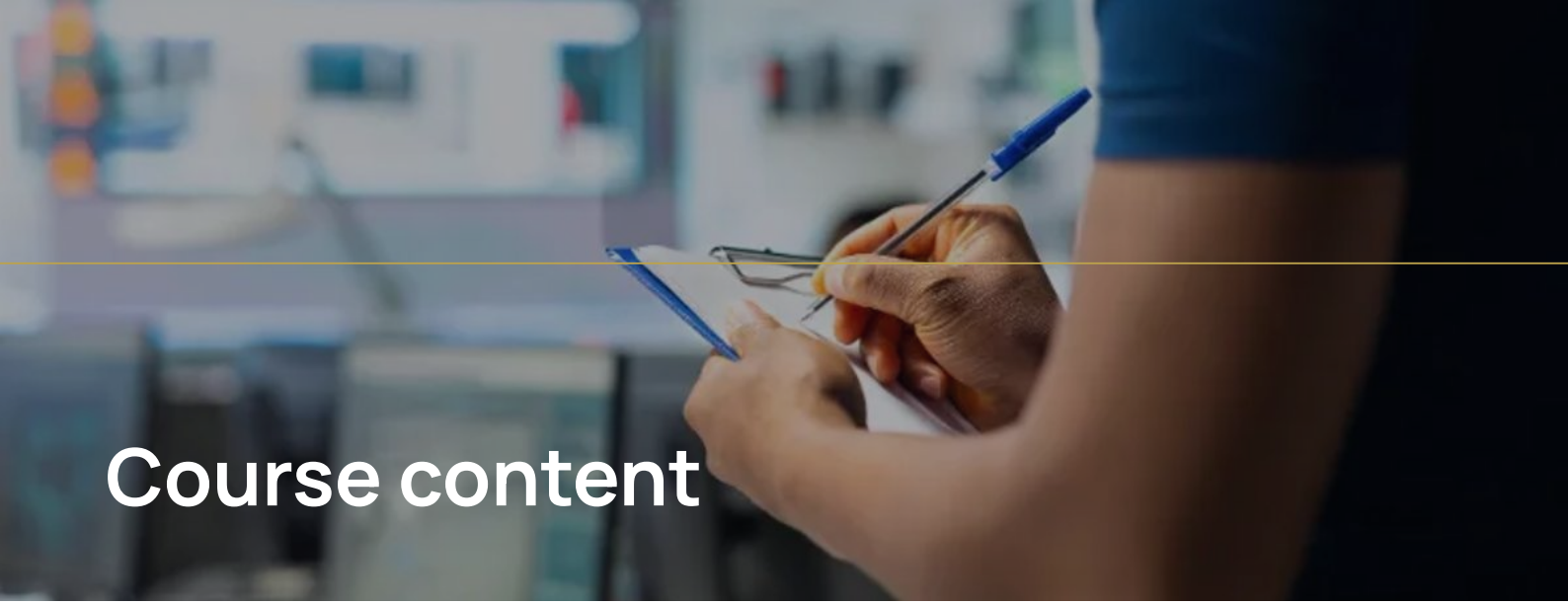
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Paris Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,860.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Istanbul Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,650.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,540.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Singapore Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,820.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

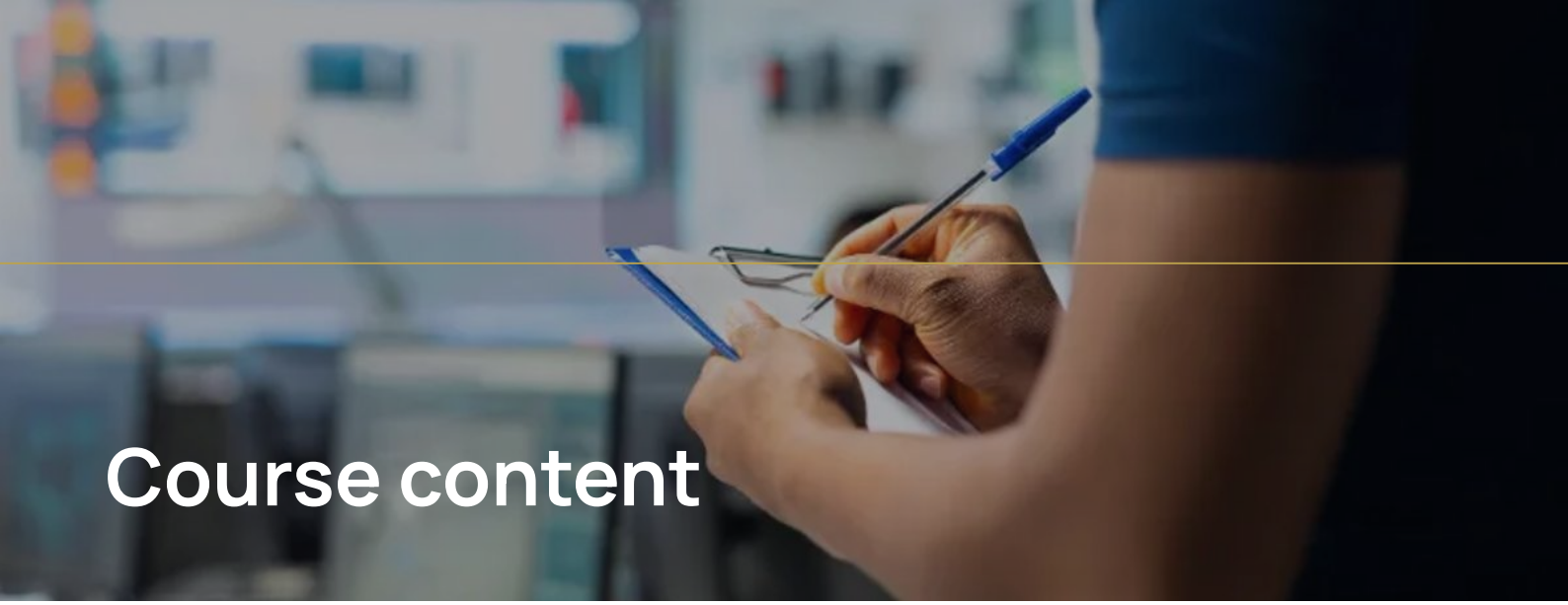
Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,450.–**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
London Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	15 Mar 2027	19 Mar 2027	**€3,150.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Frankfurt Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,650.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,450.–**



Course content

Dates, venues and fees (continued)

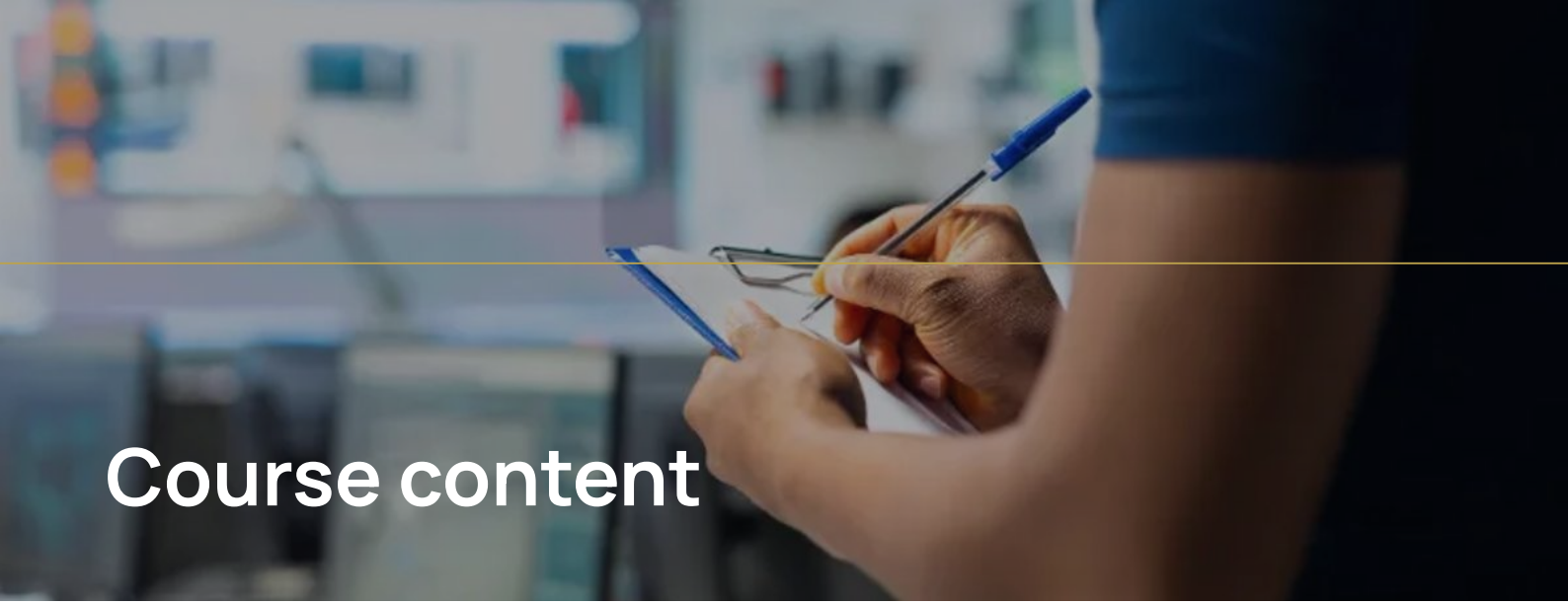
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,890.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Paris Confirmed dates	3 May 2027	7 May 2027	**€2,860.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**
Istanbul Confirmed dates	17 May 2027	21 May 2027	**€2,650.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Amsterdam Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,540.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

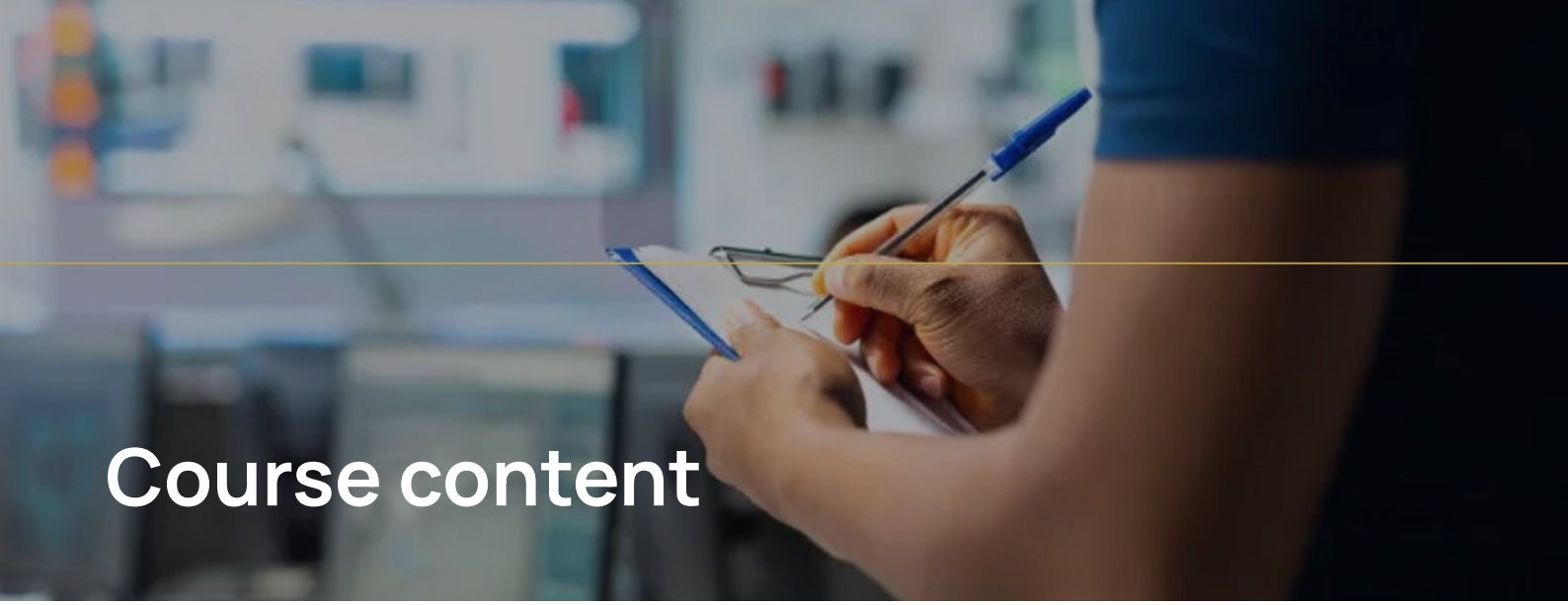
Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,820.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Barcelona Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,840.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
London Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,450.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**€3,150.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Frankfurt Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,650.-**



Course content

Dates, venues and fees (continued)

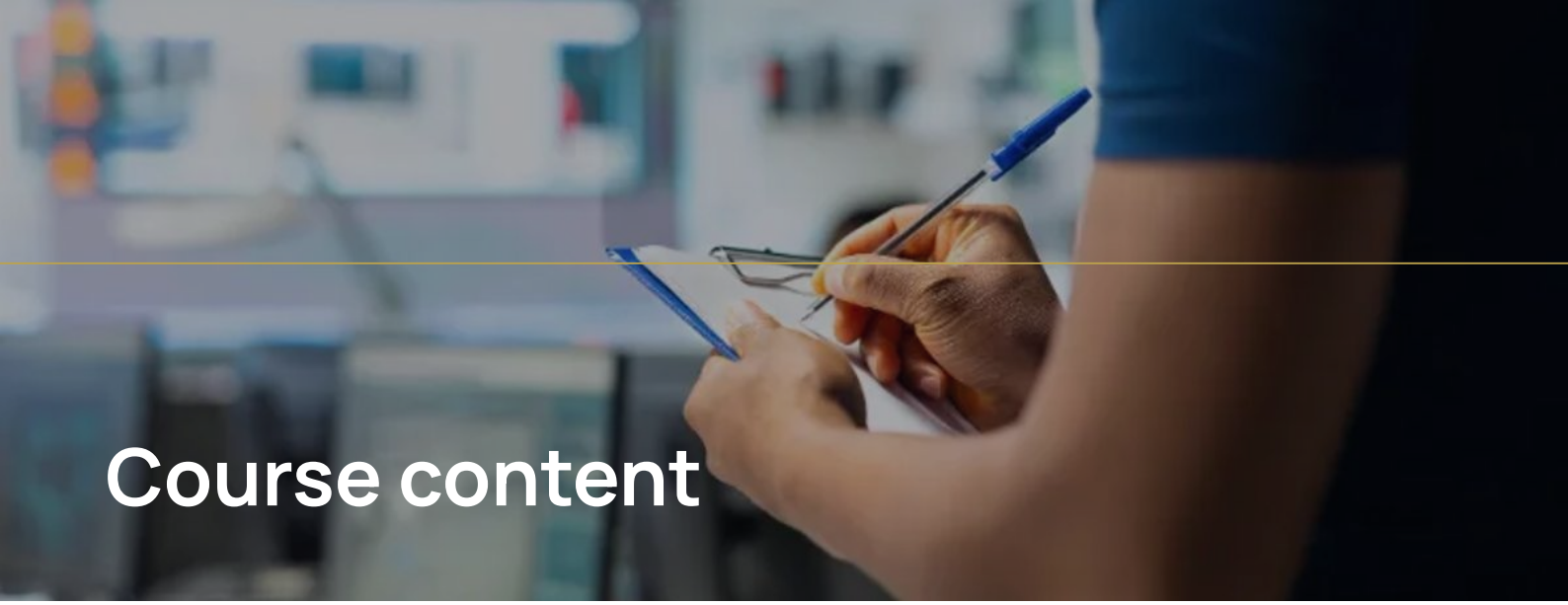
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,450.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Vienna Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,940.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Paris Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,860.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Istanbul Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,650.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,540.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Singapore Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,820.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Cape Town Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,890.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**
London Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,450.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**
Dubai Confirmed dates	15 Nov 2027	19 Nov 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Frankfurt Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,450.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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