

## Course overview

NZOQ's 'Quality Management: Practical Skills' is a highly successful, nationally recognised programme that's been specially developed to provide a practical application of quality to the workplace.

Understanding the importance of quality can advance careers and empower staff members / individuals with a knowledge of how this vital component is key to business success.

Many organisations have used this course to inspire their staff with a positive culture - where quality words are put into action rather than just talked about.

### WHO SHOULD ATTEND?

Anyone who is interested in knowing more about the importance of quality; the role it plays within their organisation and its relevance to their own personal development.

Participants need to be open to change, receptive to new ideas, and eager to discover new and better ways of doing things.

Many natural leaders emerge as a result, and move on to become fully involved in their organisation's quality journey.

### WINNING WITH QUALITY

A major benefit of this course is the requirement for students to demonstrate their learning by completing a practical quality improvement project in the workplace. Students are supported throughout the project to ensure a positive outcome - an advantage to both the student and the employer.



## Ongoing education

As part of our continuing education programme, NZOQ also offers the following courses to the public and as corporate training options.

### QUALITY SYSTEMS AUDITING WORKSHOP

A five-day workshop for people with a background in quality systems who wish to become involved in 2nd party (supplier) or 3rd party (certification) audits. QSA approved course.

### INTERNAL AUDITOR TRAINING

A two-day workshop for those familiar with quality management systems that wish to gain the necessary skills to conduct quality systems audits within their own organisation. Healthcare and laboratory options are available.

### CERTIFICATE IN QUALITY ASSURANCE

A premier course covering the principles and practices of quality management and quality systems. Explores the tools and techniques for developing and introducing a quality approach into an organisation, and involves an internal assessment component. Examination available.

### QUALITY IN HEALTHCARE: PRACTICAL SKILLS

A 24-hour course covering the key concepts of quality management and their application within healthcare, with students undertaking a practical quality improvement project in their workplace.

### CORPORATE TRAINING

All NZOQ programmes are available for in-house training and new programmes can be developed to meet specific requirements. For further information contact NZOQ.

## Why NZOQ?

**It doesn't matter how successful you are, there's always room for improvement. NZOQ has the support and resources you need to take your business to the next level.**

**We can help identify areas for improvement so you can achieve world-class levels of performance, enhanced employee and customer relations, increased productivity and greater profitability.**



what it means • what you'll learn • why you need it

# Quality management

PRACTICAL SKILLS

learn·share·grow



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## Course objectives

- To provide an introduction to the basics of quality management
- To provide an understanding of the systems management approach to quality
- To provide skills in using the quality improvement tools

### By the end of the course participants will:

- Have an appreciation and an understanding of how quality management relates to their role within their organisation
- Have an understanding of how they can contribute to ensuring processes and procedures in the workplace become effective tools to improve both quality and productivity
- Be skilled in problem solving and able to apply these skills to quality improvement projects within their workplace
- Complete a practical quality improvement project in their workplace
- Be a more effective team member
- Have the desire to find better ways of doing things and improving processes

### Key benefits to the organisation include:

- Motivated staff
- Increased efficiencies
- Improved service standards
- Enhanced relations with internal and external customers

*'Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.'*

**WILLIAM A. FOSTER**

## COURSE RECOGNITION

New Zealand Organisation for Quality is registered by the New Zealand Qualifications Authority as a Private Training Establishment under the provisions of the Education Act 1989 and its subsequent amendments.

## Course content

- 1. Quality basics** Exploring the ideas behind modern quality management. Basic concepts to help participants understand their role within their organisation, and how it affects the management of quality.
- 2. Customers** Seeing through the customer's eyes. Learning who they are (internal and external), what their needs are, and identifying expectations.
- 3. Team skills** Together we can do it better; an introduction to effective team skills and appropriate team member behaviour. The benefits of using Deming's rules.
- 4. Suppliers and partnerships** How supplier programmes (both internal and external) can lead to effective, efficient organisations. How to measure process performance and implement change.
- 5. Planning for quality** Quality must line up with an organisation's strategic objectives. Participants will learn how (by developing quality plans and setting objectives) to help every employee work towards the organisation's goals.
- 6. Managing for quality** Using delegation, resources and reporting to create a structure that supports quality and productivity gains.
- 7. Quality tools** All processes can be improved. Participants are given problem-solving tools to use in order to provide greater value for money for customers and improved profitability at the same time.
- 8. Measurement and improvement** How measurement and identification of non-conformance can highlight any source of variability and form a sound basis for improvement efforts.
- 9. Product realisation processes** Understanding the nature of variability and how to control it. How calibration can guard against faulty measurements.
- 10. Learning from others** An on-site visit to observe how another organisation implements its quality systems; their use of quality assessment and their improvement activities.
- 11. Certification** How quality management standards and third party audits can be used to give businesses a competitive edge. A look at the impact certification has on business.
- 12. Continuous improvement** Maintaining the momentum. How the New Zealand Business Excellence criteria, the quality improvement cycle, TQM and ISO9001 can be used to sustain quality management and business improvement.

## Course arrangements

NZOQ's 'Quality Management: Practical Skills' is available as either a public course (where there is sufficient demand) or as an in-house course. One or two-day in-house training programmes can also be tailored to meet the specific needs of your organisation. For more information or for set-up details, please contact us on 06 351 4407 or email [quality@nzoq.org.nz](mailto:quality@nzoq.org.nz)

**COST** NZOQ provides comprehensive course notes and supporting materials. Tuition and other costs will vary depending on specific arrangements.

**VENUES** If you have a suitable training facility in-house this is usually the most cost effective option. However NZOQ can help you arrange a suitable off-site venue if necessary.

**TUTORS** NZOQ has a network of expert tutors who have considerable experience in quality management. Alternatively your organisation may have in-house staff that can deliver the programme. To ensure that presentation standards are maintained, NZOQ must be satisfied that your in-house tutor is conversant with the materials and has the necessary presentation skills. Usually a CV and exchange of letters is sufficient to provide this assurance.

**CUSTOMISATION OF MATERIAL** We can customise the course content to reflect your company's activities. Reference to relevant standards can be adapted to the course material. Class activities can be developed to reflect the quality systems and tools you use. A small charge may be included for such customisation.

**COURSE DURATION** The programme requires a minimum of 24 hours classroom time. The format of 12 modules allows this time to be spread over 12 x 2 hour sessions or in various teaching blocks. The most popular option is a three-day block spread over several weeks. We'll be happy to help you design a programme that meets your needs while optimising the opportunity for learning.

## Join NZOQ and save

**NZOQ membership entitles you to exclusive discounts on examinations, course fees, and other services. Why not join us today. Call us on 06 351 4407 or email [quality@nzoq.org.nz](mailto:quality@nzoq.org.nz)**