



# Quality Assurance Course

## COURSE DESCRIPTION

A quality assurance system is said to increase customer confidence and a company's credibility, for product evaluation commonplace, brand assurance evaluations, regulatory requirement to improve work processes and efficiency, and to enable a company to better compete with others.

Quality assurance is the process of verifying or determining whether products or services meet or exceed customer expectations, is a process-driven approach with specific steps to help define and attain goals.

Today's quality assurance systems emphasize catching defects before they get into the final product.

Participants will learn how to help their organization to establishing a process of continuous improvement, establishing a new culture which stimulates growth and competitiveness, reducing administrative and operating costs and Enhancing teamwork

This workshop will raise delegates' awareness of the structure of a successful quality system and help them develop the right attitudes to ensure effective implementation.

## COURSE OUTLINE

- Basic Concepts and Definitions of Quality.
- Quality Management Systems.
- Standards and Standardization.
- Developing and Setting Standards.
- QMS Documentation.
- Manual, Procedures and Work Instructions.
- Introduction to the ISO 9000 Quality Standard
- Benefits of the ISO 9000 Quality Standard
- Implementation, Issues to consider and Quality System Structure
- Understanding Audit, review and continuous improvement

### Who Should Attend

- *Quality assurance Managers / representatives*
- *Management representatives*
- *ISO Coordinators / Team Members*
- *Supervisors and line Managers responsible for developing and/or implementing a quality initiative in their workplace.*
- *Individuals who want to become Members in Quality department for their company*

**COURSE DURATION:** 3 Days

**TRAINING HOURS:** 15 hrs

**MINIMUM NO. OF TRAINEES:** 15

**LANGUAGE :** English / Arabic

