



HOW TO BE A QUALITY MANAGER – A 2 DAY WORKSHOP

COURSE OBJECTIVES

To provide delegates with the key skills and knowledge in order to successfully fulfil the role of the quality manager/management representative.

BENEFITS

This interactive workshop introduces delegates to the systems approach to management. Delegates benefit from a series of lectures and practical sessions that focus upon the key elements of managing quality management systems. Delegates will establish a clear understanding of their role and responsibilities for the management of customer satisfaction and complaints, systems documentation, management reviews, managing internal audits and continual improvement.

WHO SHOULD ATTEND?

This workshop is appropriate for anyone with an interest in Management Systems. However, it is particularly relevant to newly appointed Quality Managers/Management Representatives.

IN-HOUSE COURSES

This course can be tailored to meet your organisation's needs and held on your premises or at a venue of your choice.

THE COURSE INCLUDES

- The role of the Quality Manager/Management Representative
- Quality management concepts
- Managing internal audits
- Systems documentation and control
- Monitoring, measurement and analysis
- Complaints management
- Continual improvement
- Management review

CONTINUAL PROFESSIONAL DEVELOPMENT (CPD Points)

Completion of this structured workshop collects 14 CPD hours

CERTIFICATION

All delegates receive a certificate verifying successful completion of the course.

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