

Scandinavian Academy
Training Center

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Course: Professional Diploma in Quality Management

Code	City	hotel	Start	End	price	Language - Hours
DIP-730SA	Alula	Hotel Meeting	2027-01-24	2027-02-04	21950 SR	En - 50

Introduction

In today’s competitive and rapidly evolving business environment, quality management is no longer just a functional requirement—it is a strategic imperative. Organizations that prioritize quality, efficiency, and continuous improvement achieve sustainable success, enhanced customer satisfaction, and operational excellence.

This 10-day Professional Diploma is designed for leaders, supervisors, quality professionals, and individuals responsible for implementing and improving organizational performance. The program provides a comprehensive approach to quality management, leadership in quality initiatives, internationally recognized quality models, and continuous improvement methodologies.

Participants will explore theoretical foundations, best practices, case studies, and hands-on applications, equipping them with practical tools and techniques to drive quality improvements and foster a culture of excellence within their organizations.

General Objective

This diploma aims to empower professionals with the knowledge and skills required to implement, manage, and sustain quality management systems. It provides a structured framework for understanding leadership’s role in quality, international quality models, team dynamics, and performance enhancement strategies.

Learning Objectives

- Understand the importance of quality management in organizations and its impact on overall performance.
- Analyze the role of leadership in fostering a quality-driven culture.
- Apply internationally recognized quality philosophies, tools, and frameworks to improve operational effectiveness.
- Evaluate global quality standards and awards (ISO, TQM, Malcolm Baldrige, EFQM).
- Assess team dynamics and develop strategies for enhancing collaboration in quality improvement initiatives.
- Utilize practical quality tools and methodologies to streamline processes and reduce inefficiencies.
- Ensure ethical compliance in quality management practices.

Target Audience

- Executives, Directors, and Senior Managers
- Strategic Planners and Policy Makers
- Risk Management Professionals
- Performance and Quality Management Specialists
- Governance and Compliance Officers
- Business Consultants and Analysts
- Finance and Operations Managers
- HR and Organizational Development Professionals

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 registered in the Kingdom of Sweden under the number - 559173-7431
- 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.

Content

Day 1: Foundations of Quality Management

- Introduction to Quality Management
- Quality as a Strategic Tool for Business Excellence
- Definitions and Key Concepts in Quality
- Process-Based Thinking in Quality Management
- Understanding Productivity Limitations

- Identifying Waste (The MUDA Factor) – Eight Types of Waste
- The Cost of Poor Quality and Its Impact on Organizations
- Practical Exercise: Identifying Quality Gaps in Real-World Cases

Day 2: Quality Philosophies and Thought Leaders

- History and Evolution of Quality Management
- Overview of Influential Quality Gurus:
  - W. Edwards Deming – 14 Points for Quality Management
  - Joseph Juran – Juran's Trilogy
  - Philip Crosby – Zero Defects Philosophy
- Understanding Quality Function Deployment (QFD) and the House of Quality
- Case Study: Application of Quality Philosophies in Leading Organizations

Day 3: Leadership and Quality Management Systems (QMS)

- The Role of Leadership in Driving Quality Initiatives
- Building a Quality-Focused Organizational Culture
- Aligning Quality Strategies with Business Goals
- Leadership Challenges in Implementing QMS
- Case Study: Leadership Best Practices in Quality Management

Day 4: International Quality Standards and Excellence Models

- Understanding and Applying Quality Standards:
  - ISO 9001:2015 – Quality Management System (QMS)
  - Total Quality Management (TQM) Framework
  - Six Sigma and Lean Principles
  - Malcolm Baldrige National Quality Award (MBNQA)
  - EFQM Excellence Model
- Regional and Sector-Specific Excellence Awards (e.g., HH Sheikh Khalifa Excellence Award)
- Workshop: Mapping Quality Standards to Organizational Processes

Day 5: Total Quality Management (TQM) and Continuous Improvement

- Core Principles of TQM
- Customer-Centric Approach in Quality Management
- The Role of Innovation in TQM
- Applying Continuous Improvement (Kaizen) Strategies
- Workshop: Developing a TQM Implementation Plan

Day 6: Building and Managing High-Performance Teams for Quality

- The Importance of Teams in Quality Management Projects
- Barriers to Team Effectiveness and How to Overcome Them
- Characteristics of High-Performing Teams
- The Team Development Cycle (Forming, Storming, Norming, Performing, Adjourning)
- Techniques for Selecting the Right Team Members
- Workshop: Role-Playing Quality Teams in Action

Day 7: Quality Improvement Tools and Techniques

- Using the “ESSA” Method for Process Optimization
- Streamlining Organizational Operations for Greater Efficiency
- Material Cost Reduction Strategies
- Cost Reduction in Services and Operations
- 140 Practical Ideas for Cost-Cutting Without Compromising Quality
- Workshop: Hands-On Application of Cost-Saving Techniques

Day 8: Strategic Risk Management in Quality

- Understanding Strategic Risks in Quality Management
- Developing a Risk Management Culture
- COSO II Risk Management Model and RIMs Maturity Model
- The Economics of Risk Management and Its Role in Quality Assurance

- The Role of Leadership and the Board in Risk Management
- Case Study: Analyzing a Quality-Related Risk Management Failure

Day 9: Ethics and Governance in Quality Management

- Ethical Principles in Quality Management
- American Society for Quality (ASQ) Code of Ethics
- Governance and Regulatory Compliance in Quality Management
- Case Study: Ethical Dilemmas in Quality Implementation

Day 10: Performance Measurement and Reporting in Quality Management

- Defining Key Performance Indicators (KPIs) for Quality Management
- How to Measure and Track Performance Improvement
- Creating and Communicating Performance Reports
- Best Practices for Presenting Quality Data Using Visual Tools (Charts, Graphs, Infographics)
- Grammar and Writing Guidelines for Quality Reports
- Final Case Study & Assessment: Developing a Strategic Quality Report for an Organization
- Course Wrap-Up & Certification Ceremony

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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