

MASTER QUALITY MANAGER (MQM)[™]

11 – 13 August 2020

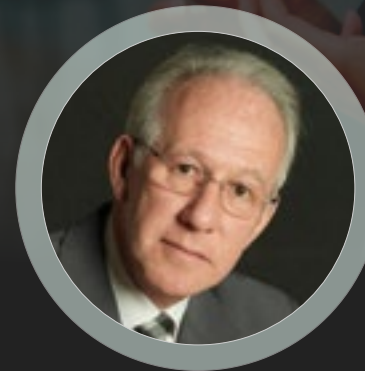
Kempinski Hotel, Mall of the Emirates, Dubai, UAE

13 – 15 December 2020

Dusit Thani Hotel, Dubai, UAE

Become a MASTER QUALITY MANAGER

*Use the designation MQM[™] at the end of your name on your
business cards and résumé*



Led by
Alan Power
Strategic Quality Management &
Business Performance Expert

OFFER

3 FOR 2

Book and pay full fee
for two colleagues and
the third attends for
FREE



Earn your
**Digital
Certification**

Accredited – This Accredited Programme is a Certification Training Programme offered jointly with the International Board of Standards and the GAFM[®] AAPM[®] Certifying Body. The Certification Board is TUV Accredited and ISO 29990 Certified for Training Educational Standards where accredited training counts for legal, accounting, management, and other Continuing Education Units. This Programme is also ISO 9001 Certified for Quality and has been recognized by the Arab Academy for over 20 Nations. The Certifying Board is in academic standards alliance with the ACBSP National Business Accreditation Agency for Certification Standards worldwide for over 1000 business school Programmes. The GAFM[®] & AAPM[®] Board of Standards is a founding member of the quality assurance standards memorandum of the CHEA International Quality Group

COURSE INFORMATION

Course Introduction

If you have spent some time working in the industry, commerce or a government department, you will be aware of how quickly management fashions can come and go and, no doubt, you may have become a little cynical about the whole process of change. So, maybe, when you first heard about Quality Management or Business Excellence, or maybe Six Sigma or Lean Operations, you may have thought, "this is not worth my time", and moved on to something more pressing.

If that was the case, then there is mounting evidence to suggest that you might have been a little premature. Most major companies across the globe now realise that Quality, in all its manifestations, is necessary to compete at every level in an increasingly competitive market place.

A Quality Management programme has the potential to deliver huge improvements to the efficiency and effectiveness of your organisation and it will continue to do so in the future but, to achieve this, you must look at it as a strategic initiative and not as a short-term fix.

Aims

The aim of this programme is to provide you with the knowledge, skills and confidence to design, develop, implement, lead and become an advocate of Quality Management strategies within your organisation. To achieve this, we aim to provide you with a grounding in the theory of Quality Management and, by exposing you to real business case studies, an introduction to the concepts, tools and techniques of Quality Management.

Course Requirements and Certificates

Delegates must meet two criteria to be eligible for a GAFM Certificate of Completion for a course:

ASSESSMENT:

1. Successful completion of the course assessment leading to the Master Quality Manager (MQM)[™] Credential

ATTENDANCE:

2. Delegates must attend all sessions of the course. Delegates who miss more than 2 hours of the course sessions will not be eligible to sit the course assessment.

Delegates who do not meet these criteria will receive an Informa Certificate of Attendance. If delegates have not attended all sessions, the Certificate will clearly state the number of hours attended.

Key Learning Objectives


By the end of the programme delegates will be able to:

- **Demonstrate** an ability to communicate using Quality Management concepts and terminology
- **Outline** the key principles of Quality Management, including the principles of Lean Thinking, Six Sigma, 5S, ISO 9001 and Excellence Awards based on the EFQM Model
- **Outline** a Quality Management implementation strategy and relate Quality Management concepts to an overall business strategy
- **Deploy** a range of Quality Management tools and techniques, including Statistical Process Control, Process Mapping, Pareto Analysis, Cause and Effect diagrams and A3 planning charts
- **Describe** the organisational cultural factors that are necessary for a successful Quality Management strategy

Who Should Attend

This advanced executive programme is designed to explore the world of Quality Management and is designed for experienced managers in all sectors of the economy who wish to extend their competencies by incorporating the principles and practices of Quality Management into their roles. This will include:

- Quality Directors and Senior Quality Managers
- Directors and Senior Managers responsible for other Operations and Functional Support departments
- Lawyers, CPAs and Engineers
- Professional Consultants



Earn your Digital Certification and broadcast your achievement to your peers

Enhance your professional presence online - create a custom message and let everyone know why your accomplishment is important on all your social platforms

About Global Academy Of Finance And Management® (GAFM)®



Established in 1996, the Global Academy of Finance and Management® (GAFM)® International Board of Standards (IBS) Accreditation council is located in the EU and USA. Accredited by TUV Austria and ISO certified for both ISO 9001 Quality and ISO 29990 Training recognition, GAFM continues to forge ahead to ensure the quality of its programmes and provide a model for quality professional practice and performance, and a common reference for Learning Service Providers (LSPs) and their clients in the design, development and delivery of non-formal education, training and development.

The Certification Board of Standards has been officially sanctioned by the Arab League's Academy for over 20 Arab Nations and has been recognised in consultation directly with the Emirates Securities and Commodities Authority (ESCA). The certification body is in academic standards alliance with the ACBSP National Business Accreditation Agency for Certification Standards worldwide and is a CHEA founding member of the quality assurance standards memorandum of the International Quality Group.

GAFM's certification body regulates the standards for certification and accredited education and defines the criteria for qualified training and degree programmes which are a direct path to the certifications.

Types of GAFM® Certifications:

The Standards Policy Board awards specialised board certifications, designations, and charters in the fields of management, engineering, human resources, quality, financial engineering, accounting, management consulting, risk management, communications, procurement, logistics, construction, and consulting fields to qualified professionals who have completed internationally recognised or accredited training exams and education, government recognised degrees and documented management credentials and experience.

Meet Your Expert Course Leader



Alan Power

Strategic Quality Management & Business Performance

Alan Power is the founder and owner of MPOWER Ltd, a UK-based consultancy firm and has been a senior consultant with Informa MENA since 2003.

During an extensive and successful career with one of the Big 5 UK banks, Alan Power developed a keen interest in Quality Management as a business improvement strategy, an approach which, today, would be known as Lean Six Sigma.

As a consequence of his expertise in Quality Management, Alan was appointed to set up a new subsidiary company for the Bank which he did using Lean and Six Sigma tools and techniques. In recognition for their achievements in developing and deploying Quality Management strategies, the company won several Quality Awards, including the highly prestigious Quality Scotland Award for Business Excellence.

Following a merger to form the largest bank in the UK, Alan was appointed director of Quality Policy & Strategy, a division established to provide internal expertise to support the quality strategy of the newly formed business.

During his career Alan has been an assessor for the European Foundation for Business Excellence and British Foundation for Business Excellence; he has also been a visiting lecturer in Quality Management at the University of Warwick and the University of Leicester.

Course Methodology

It is our intention to provide you an opportunity to understand the nature and practice of Quality Management; in order to do so, we will present you with a range of learning experiences including presentations, case studies and team-based exercises.

To confirm your understanding of the material you will be required to sit an examination; the successful completion of which will qualify you for the GAFM Certificate of Completion.

Would you like to run this course in-house?

Tel: +971 4 407 2624
Email: cts@informa.com
www.informa-mea.com/cts

COURSE OUTLINE

Course Timings: Registration will be at 08:00 on Day One. The course will commence at 08:30 each day and end at 17:00. There will be breaks for refreshments and lunch will be served at 12:30.

DAY ONE

Introductions, course objectives, methods and follow-up

Exercise: Define Quality and explain the difference between Quality Control and Quality Assurance

Introduction To Quality Management

- The history and development
- The role, influence and impact of the Quality gurus

Exercise: Simulating a business process to identify the sources of poor quality – The 7 classic wastes and more

The Toyota Production System (TPS) And The Concepts Of Lean Manufacturing

- The foundation principles of TPS
- Just-In-Time supply chain management
- Calculating Takt time
- Jidoka
- Error proofing
- Creating the right culture
- The 5 Principles of Lean

Learning To See – Seeing The Unseen

- How to produce a pictorial representation of work processes to help identify the sources of poor quality
- SIPOC maps
- Process sequence maps
- Value stream maps
- Flow-charting

Exercise: Using a case study company, produce a Process Sequence Map – producing an 'as is' map and, through analysis, suggesting improvements in order to produce a 'to be' process map. (This exercise will include the calculation of ΔT .)

Exercise: Using a case study company, produce a Spaghetti Map – producing an 'as is' map and, through analysis, suggesting improvements in order to produce a 'to be' process map. (This exercise will also explore some of the cultural elements that challenge the Quality Management Plan).

Exercise: Using a case study company, produce a Flow Chart – producing an 'as is' map and, through analysis, suggesting improvements in order to produce a 'to be' process map. (This exercise will also explore creative problem solving.)

Exercise: Using a case study company, produce a Value Stream Map – producing an 'as is' map and, through analysis, suggesting improvements in order to produce a 'to be' process map.

DAY TWO

Review of Day One and plans for Day Two

Exercise: The 5S Game

Improving The Working Environment

- The 5S Quality Management strategy of workplace organisation

Exercise: The Wordbuild Game

- Review of Exercise, including exploring how the Deming Cycle is deployed in Quality Management projects

Exercise: The Wordbuild Game, second run, with improvements – Exploring rework, one-touch operations and one-piece flow

Introduction To The Case Study Company

Exercise: For the case study company

- Produce the cost/benefit analysis
- Write the Quality Policy
- Write the customer service charter
- Produce the A3 Quality Plan

The Balanced Scorecard

- How to develop and deploy scorecards to track trends in performance
- Compare performance with benchmarks to secure planned improvements
- The process of identifying quality assurance standards and targets, including listening to the Voice of the Customer

COURSE OUTLINE

DAY THREE

Review of Day Two and plans for Day Three

Exercise: Listening to the Voice of the Customer – Building the RATER model for the case study company

The Customer Experience

- Exploring how gaps arise between the customer experience and the customers needs and expectations
- Understanding the 5 potential gaps
- How to conduct a gap analysis
- Strategies for closing gaps

The Problems Caused By Variation In Business Processes

- Exploring process variation
- Understanding the difference between common cause and special cause variation

Exercise: How to calculate standard deviation

- Deploying control charts
- Sampling and data collection methods

Exercise: Constructing an Xbar-R chart for the case study company

- Read, interpret and use an Xbar-R chart to deliver process improvements
- The rule of 7

Exercise: Using 'C' and 'U' charts to analyse performance quality and deliver improvements

Exercises: Process improvement tools used in the case study company will be introduced, including exercises in:

- Pareto charts
- Cause and effect diagrams
- 5Ys
- Histograms

The Motorola-Inspired Six Sigma Programme As A Strategic Business Improvement Tool

- The key elements of a DMAIC project
- Training for Six Sigma professionals and the meaning of 'belts'

The ISO 9000 Family Of Quality Standards

- How to become certified ISO 9001
- How to augment a certification with ISO 9004 and ISO 10002

Quality Management/Business Excellence Awards

- The process of applying for an award
- How to use the award criteria as a self-assessment tool to effect improvements

Review of Course and Assessment



MASTER QUALITY MANAGER (MQM)TM

Date	Book Before 2 June 2020	Book Before 7 July 2020	Final Fee
11 – 13 August 2020	\$ 3,195	\$ 3,695	\$ 4,195

Date	Book Before 4 October 2020	Book Before 8 November 2020	Final Fee
13 – 15 December 2020	\$ 3,195	\$ 3,695	\$ 4,195

Pricing excludes 5% VAT, charged where applicable.
Book and pay full fee for two colleagues and the third attends for FREE.

Delegate Details

First Name _____	Last Name _____
Job Title _____	Company _____
Address _____	Postal Code _____
Country _____	City _____
Tel/Fax _____	Mobile _____
Email _____	_____

EVENT VENUE

Kempinski Hotel, Mall of the Emirates, Dubai, UAE | Tel: +971 4 341 0000

Dusit Thani Hotel, Dubai, UAE | Tel: +971 4 343 3333

Please contact the respective event venue directly to reserve your room. Quote 'Informa' to avail Informa corporate rates.

DISCOUNTS AVAILABLE FOR 2 OR MORE PEOPLE

Call: +971 4 408 2864
Email: a.watts@informa.com

WANT TO RUN THIS COURSE IN-COMPANY?

Call: +971 4 407 2624
Email: cts@informa.com

WAYS TO REGISTER

Tel: +971 4 408 2894 | Email: register-mea@informa.com
Mail: Informa Middle East Ltd. | PO Box 9428 - Dubai, UAE

The 3 for 2 offer is valid on full price final fee registration only | Not applicable in conjunction with corporate discounts | Payment to be settled before start of the course to avail the offer

Course fees include documentation, luncheon and refreshments. Delegates who attend all sessions will receive a GAFM Certificate of Completion.

All registrations are subject to our terms and conditions which are available at www.informa-mea.com/terms. Please read them as they include important information. By submitting your registration, you agree to be bound by the terms and conditions in full.

PAYMENTS

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event.

AVOID VISA DELAYS - BOOK NOW

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible. Visas for non-GCC nationals may take several weeks to process.

CANCELLATION

If you are unable to attend, a replacement delegate will be welcomed in your place. If you cancel your registration 57 days or more before the event, you will receive a refund minus a 10% cancellation fee (plus VAT where applicable). Cancellation after 56 days before the event or if you fail to attend the event will be 100% payable. All cancellations must be sent by email to register-mea@informa.com marked for the attention of Customer Services Cancellation.

Due to unforeseen circumstances, Informa reserves the right to cancel the course, change the programme, alter the venue, speaker or topics.

All registrations are subject to acceptance by Informa Middle East which will be confirmed to you in writing.

For full details, please visit www.informa-mea.com

BC8106/BC8415 | NS/DC | AUDIT, RISK & GOVERNANCE

© Copyright Informa Middle East Ltd 

T: +971 4 408 2894 | E: register-mea@informa.com | www.informa-mea.com