



Quality Assurance (QA)

Course 01: Quality Assurance

- Quality Management Fundamentals
- Quality Management Planning
- Quality Management Implementation
- Quality Management Improvement

Course 02: Quality Management

- Introduction to Quality Management
- Total Quality Management
- Quality Measurement and Improvement
- Quality Control
- Understanding Customer Expectations and Needs
- Six Sigma
- Supply Chain Management
- Quality Audits

Course 03: Supervisor Training Level 3

- Introduction
- Setting Expectations
- Setting Goals
- Assigning Work
- Degrees of Delegation
- Implementing Delegation
- Providing Feedback
- Managing Your Time
- Resolving Conflict
- Tips for Special Situations
- A Survival Guide for the New Supervisor
- Wrapping Up

Course 04: Quality Management and Strategic Training - ISO 9001

- Course Structure
- Critical Definitions
- Who is Responsible
- Quality Management Principles
- Major Changes
- Process Approach
- Context of the Organization
- Quality Objectives
- Performance Evaluation
- Now What
- Helpful Tools
- See you soon

Course 05: Quality Tools and Problem Solving Methods

- Introduction
- Tool 1 : The Check sheet
- Tool 2 : The Brainstorming
- Tool 3 : The Cause & Effect diagram
- Tool 4: The Histogram
- Tool 5: The Pareto diagram
- Tool 6-A: The Control chart
- Tool 6-B: The Scatter plot
- Tool 7 : Flowchart /Process Mapping
- The Problem Solving Process
- Method 1: The A3
- Method 2: The 8D
- Method 3-A: The PDCA
- Method 3-B: The 5 why
- Method 4: Six Sigma
- Method 5: The Shainin Methodology
- Problem Solving methods
- Tool 1: The FMEA
- Tool 2: The Control Plan
- Conclusion

Course 06: Diploma in Lean Process and Six Sigma

- Understanding Lean
- The Lean Culture
- The Five Principles of Lean
- Value and Waste
- Value Stream Mapping (VSM)
- The Principles of Flow and Pull
- Overview of Six Sigma
- The Define Phase
- The Measure Phase
- The Analyses Phase
- The Improve Phase
- The Control Phase

Course 07: Process Improvement: Reduce Waste

- Introduction
- Fundamentals of Waste
- The 8 Wastes
- VA vs. NVA
- Process Mapping Tools
- Case Study
- Close Out

Course 08: Facilities Management Level 3

- Introduction to Facility Management
- Space Management
- Managing Workplace Services
- Human Resource and Contract Management
- Lease Purchase and Vendor Management
- Health and Safety at Work
- Sustainable Facility Management
- Maintenance and Repairs
- Project Management
- Business Development and Succession Planning
- Bonus Material

Course 09: Compliance & Business Risk Management

- Introduction to Compliance
- Five basic elements of compliance
- Compliance Management System (CMS)
- Compliance Audit
- Compliance and Ethics
- Risk and Types of Risk
- Introduction to Risk Management
- Risk Management Process

Course 10: Commercial Law 2021

- Introduction of Commercial law
- Business Organisations
- International Trade: the Theory, the Institutions, and the Law
- Sales of Goods Law
- Consumer Law and Protection
- E-Commerce Law
- Competition Law

Course 11: GDPR Data Protection Level 5

- GDPR Basics
- GDPR Explained
- Lawful Basis for Preparation
- Rights and Breaches
- Responsibilities and Obligations



Thank You