



## London TDM

# Quality and Productivity Improvement Training Courses

## **Course Venue: Malaysia - Kuala Lumpur**

**Course Date:** From 18 January 2026 To 22 January 2026

**Course Place:** Royale Chullan Hotel

**Course Fees:** 6,000 USD

## Introduction

The "Quality Control and Assurance Techniques" course is designed to equip professionals with essential skills and knowledge in managing and improving quality in various industries. During this intensive 5-day program, participants will learn to implement effective quality control measures and assurance practices to enhance product and service standards, ensuring compliance with industry regulations and customer expectations.

## Objectives

- Understand key concepts of quality control and assurance.
- Implement quality management systems effectively.
- Utilize statistical tools for quality control.
- Identify and solve quality-related issues.
- Enhance continuous improvement strategies within organizations.

## Course Outlines

### Day 1: Introduction to Quality Control and Assurance

- Understanding Quality: Definitions and Importance
- Historical Developments in Quality Control
- Quality Control vs. Quality Assurance
- Key Principles of Quality Management
- Overview of Quality Management Standards

### Day 2: Quality Management Systems (QMS)

- Introduction to Quality Management Systems
- ISO 9001: Overview and Requirements
- Implementing QMS in Organizations
- Documentation and Process Control
- Audit Planning and Execution

### Day 3: Quality Tools and Techniques

- Introduction to Quality Tools
- Using Statistical Process Control (SPC)
- Process Flow Charts and Diagrams
- Pareto Analysis and Cause-Effect Diagrams
- Introduction to Six Sigma and Lean Principles

### Day 4: Problem Solving and Improvement Strategies

- Root Cause Analysis Techniques
- Corrective and Preventive Actions (CAPA)
- Implementing Continuous Improvement Programs
- Process Improvement Case Studies
- Using Data for Decision Making

## **Day 5: Quality in Practice and Future Trends**

- Quality in Manufacturing vs. Service Industries
- Adapting to Technological Advances in Quality Control
- The Role of Quality in Customer Satisfaction
- Sustainability and Quality Assurance
- Future Trends in Quality Management