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Creating a Quality Business System

1.0 Introduction

2.0 Understanding ISO 9000

- 2.1 Explanation of ISO 9000 series
- 2.2 Choosing an ISO standard for certification

3.0 Principles of a quality system

3.1 Chain of communication

- 3.2 Role of management
- 3.3 Documenting the system
- 3.4 Monitoring the system
- 3.5 Independent reviews
- 3.6 Continuous improvement

4.0 Operational requirements for creating a quality system

4.1 Responsibility for quality

- 4.2 Quality council
- 4.3 Policy, objectives, mission
 - 4.3.1 Policy
 - 4.3.2 Objectives
 - 4.3.3 Mission
- 4.4 Quality management system development
- 4.5 Quality documentation

5.0 Quality certification process

- 5.1 Application
- 5.2 Preliminary documentation review

5.3 Pre audit

5.4 System audit

5.5 Certification

5.6 Surveillance audits

5.7 Triennial system audit

6.0 Managing a quality system

6.1 Post certification

6.2 Quality management meetings

6.3 Standards/performance measurements - (non conformance)

6.4 Corrective actions

6.5 Periodic internal audits

6.6 Certification review audits

7.0 Quality costs vs. costs of certification

7.1 Defining quality costs

7.2 Measuring quality costs

7.3 Costs of certification

8.0 Industry benchmarking/best practices

8.1 Data sources

8.2 Methodology

9.0 Quality awards

9.1 Australian quality award

9.2 Assessment criteria

9.3 Australian quality prize

10.0 Summary

Purpose:

To develop an understanding of:

- The requirements of a 'Quality System' for obtaining quality certification.
- How to maintain the integrity of the quality system.
- How to progress to higher levels of quality.

Aims:

To be able to apply the principles for developing a quality system in a service environment.

Objectives:

As an outcome of completing this topic you will be able to:

- To develop an understanding of ISO 9000 STANDARDS.
- To identify the principle requirements of a quality system.
- To define the operational requirements for creating a quality system.
- To establish the processes for obtaining quality certification.
- To be able to maintain the integrity of the quality system.
- To analyse quality costs and costs of obtaining certification.
- Examine developments in benchmarking and best practices.

Introduction

Quality management can be described as the managing of all the combined functions and activities which are necessary in order to achieve a quality outcome. In fact quality management potentially offers more scope for accomplishing a company's objectives for maintaining a competitive advantage than most other management techniques. This in effect means maximising profitability, efficiency and customer satisfaction in a competitive environment.

It is interesting to note that at least 65% of employment today is occupied in delivering services, and when the delivery of these services are examined closely, in many cases the quality of the services provided leaves much to be desired.

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The Japanese experience has been the focus of much attention over the past four decades by numerous authors and experts on quality, and to some degree has been covered in the Module 'Introduction to Quality'. However, it is worth looking at some particular characteristics of the Japanese way compared to the West as we are concerned in particular with examining quality management in the service environment.

Quality in the service environment has much to do with people, involving their attitudes, behaviours and relationships with customers. Consequently quality control must be developed within the social and cultural framework of the respective societies.

The Japanese have strong vertical relationships in their organisations where staff have strong positive responses to those above them and relatively poorer responses on a lateral level with other departments and divisions. For example, a quality control expert in one division would not be able to influence staff in another division very effectively.

In the West the Taylorism concept of scientific management is relatively strong where the structure is based on management specialists. A quality control specialist thus would have more influence in this structure.

Therefore in making comparisons as to which country may be more quality focused than another, care needs to be taken in studying the respective outcomes, in order to establish what may be good and feasible to adopt, and what in fact may not work.

Including Online Tutoring, Mentoring and Assessment.

Course report available to the employer, on request.

Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."

Tom McD, Siemens Nixdorf (Australia)

"It enables the line manager to effectively converse with, and understand other departments in an organisation."

Martin B, Schindler Lifts (Australia)

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FOUNDER AND CEO
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"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."