



Implementation • Training • Consultancy • Auditing



DRIVING STANDARDS OF EXCELLENCE...



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Temple Certificate in Quality Management

This training is based on the understanding of ISO 9001:2015. This training will successfully help you to understand the fundamentals of Quality management in order to succeed in a fast changing business environment.



At a Glance

This course is ideal if you have limited or no formal skills and knowledge of Quality Management and are serious about improving your abilities as a new or potential quality professional.

The course will run on an entirely distance learning basis and Temple recommend that it should be completed within 12 months. Distance Learning Support is available to all delegates whilst they are undertaking the Certificate. This includes a dedicated phone and email services should you have any administrative or technical queries throughout.

The Certificate is made up of the following units:

Module	Unit Title	Assessment
1	Quality Management	Assignment
2	Leadership within the QMS	Assignment
3	Management System Models	Exam
4	Performance Evaluation	Exam

Please note that the specified maximum timescale for completion of the new Certificate is 12 months. This is taken from the date of successful completion of your first unit.

Studying by Distance Learning you can start at more or less any time, to suit your circumstances. We can also arrange personal tutorial sessions to support your studies at a mutually convenient time – this is included in the course costs.

As is standard practice if your organisation is sponsoring you we ask for a simple letter of authorisation, so that we can invoice at a later date. We are also happy to arrange payment by instalments if that would be helpful. Payment by PayPal is also available through our website.

We hope to hear from you further and to welcome you onto the course.

Module 1 Quality Management	Assignment
<p>This module explores:</p> <ul style="list-style-type: none"> • The meaning of quality within the context of your organisation. • Understand the History of quality development and how the concept has evolved. • Business benefits of quality management – understand the fundamentals of the Quality Management System. • Customer and stakeholder requirements and needs • Key components of quality management including: Quality Control, Quality Assurance and Quality Improvement • The quality management principles – understand how these principles can enhance business performance • Risk based thinking – understanding the preventive approach to quality and quality planning • PDCA cycle and closed loop systems • Process design • Core business processes 	

Module 2 Leadership within the QMS	Assignment
<p>This module explores:</p> <ul style="list-style-type: none"> • Leadership • Organisational culture, human behaviour, attitudes in the achievement of Quality • Management and Leadership styles • Motivation and engagement of people • Appropriate methods of communication • Multifunction and quality improvement teams • Quality Gurus and their influence 	

Module 3 | Management System Models**Exam****This module explores:**

- Standards and specifications
- Measurement standards and calibration
- Conformity testing
- UKAS and Accreditation bodies
- ISO 9001 & ISO 9004
- Investors in People
- EFQM Excellence Model
- Malcolm Baldrige National Quality Award
- Customer Service Excellence Standard
- Integrated Management Systems

Module 4 | Performance Evaluation**Exam****This module explores:**

- The evidence based approach to decision making
- Monitoring and measuring techniques
- Methods of collecting and analyzing data
- The principle of improvement and identifying priorities
- Customer satisfaction, customer concerns and complaints
- Quality Function Deployment
- Risk based- thinking: the preventative approach
 - ✓ FMEA
 - ✓ Poka Yoke
 - ✓ Fault Tree Analysis
- **Methods of data analysis**
 - ✓ Pareto analysis
 - ✓ Histograms
 - ✓ Scatter diagrams
- **Tools and techniques for problem solving and identifying root cause**
 - ✓ Brainstorming
 - ✓ Cause and effect diagrams
 - ✓ Process mapping
- Key performing Indicators
- The visual approach to quality improvements

Follow on courses available:

Temple Level 5 Diploma in Quality Management
Internal QMS Auditor
IRCA approved QMS Lead Auditor Training

Temple Level 3 Certificate in Quality Management – course fees

Learners who successfully complete this course and have the required work experience may be eligible for Practitioner (PCQI) membership and recognition. Please follow the link <https://www.quality.org/knowledge/practitioner-pcqi> on PCQI requirements for further details.

It is possible to study individual Units (each of which is “stand alone”) or the complete Certificate. Current fees are as follows, including all learning materials:

Option one – pay in full: **Complete Level 3 Certificate - £1,320.00 + vat**

Option two – pay by unit: **Individual Level 3 Unit - £375.00 + vat**

VAT is payable at 20% on tuition/learning materials

Total tuition/ support fees for the Certificate course when paying in full (4 units included):

Tuition Fees & Learning Materials	VAT	Total Tuition + VAT
£1,320 (excluding vat)	£264.00	£1, 584



Book this training course on our website by visiting www.templeqms.com or call us today on + 44 (0)121 779 3337



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