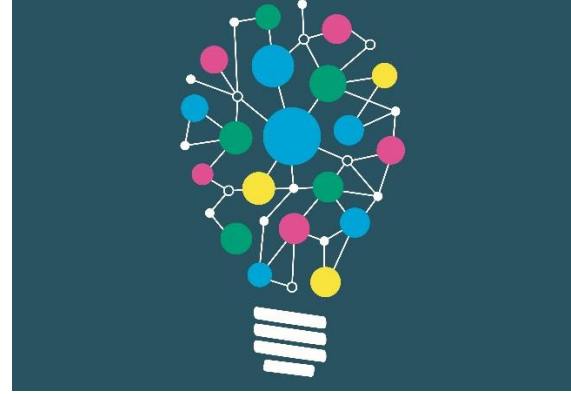




Implementation • Training • Consultancy • Auditing



DRIVING STANDARDS OF EXCELLENCE...



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Temple Diploma in Quality Management

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



At a Glance

This course will provide new or existing practitioners with the skills and knowledge to plan and manage an organisations quality management function.

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

The Diploma is made up of the following units:

Module	Unit Title	Assessment
1	Management System Standards	Assignment
2	Quality planning	Assignment
3	Quality Management	Exam
4	Leadership within the QMS	Assignment
5	The challenge of compliance – Regulation and Legislation	Assignment
6	Development of the QMS - Monitoring and measuring for quality	Assignment
7	Using quality to improve business performance	Assignment
8	Performance evaluation - Management systems audit	Exam
9	Business Research	Project

Please note that the specified maximum timescale for completion of the new Diploma is 2 years. 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 Management System Standards	Assignment
<p>Understand the use of quality models in business</p> <ul style="list-style-type: none"> • Evaluate the use of a range of quality models and standards and their benefits to business. • Describe how a quality model could be implemented within an organisation <p>Understand the role of standards in quality assurance.</p> <ul style="list-style-type: none"> • Evaluate different approaches to standardization that have evolved over the years • Evaluate the effectiveness of a range of methods for conformity assessment <p>Understand the use of integrated management systems within organisations</p> <ul style="list-style-type: none"> • Evaluate the business case for implementing an integrated management system • Compare the key principles of a quality management system standard with another management systems standard • Prepare a business case for implementing an integrated management system of two or more management system standards • Prepare a plan to integrate a new management system standard into an existing management system <p>Be able to assess the effectiveness of a management system</p> <ul style="list-style-type: none"> • Analyse different approaches to assessing management systems for effectiveness • Evaluate a management system for compliance with a range of standards and models • Report on the level of compliance against the standard 	

Module 2 Quality Planning	Assignment
<p>Understand the stages in the service/product life cycle and their role in the achievement of competitive quality products and services</p> <ul style="list-style-type: none"> • Explain the factors to be considered in defining the brief for development of new products and services • Determine activities that should take place in the new product development process from initial idea through market research, design, design review, product/service provision to final disposal • Identify quality inputs and outputs required for satisfactory completion of each activity • Identify risks that can result from the inefficient completion of each activity • Understand the quality related concepts involved in the new product development process • Explain the purpose and application of quality tools to improve the effectiveness of each phase of new product development. 	

Module 3 Quality Management	Examination
<p>Understand how quality principles can improve business performance</p> <ul style="list-style-type: none"> • Assess the extent to which a management system can deliver stakeholder outcomes • Analyse the effectiveness of the application of the quality management principles in an organisation • Make recommendations for improvement, based on this analysis <p>Understand the use of the ‘Plan, Do, Check, Act’ (PDCA) cycle within management systems</p> <ul style="list-style-type: none"> • Advise how the PDCA cycle can be applied at different levels of an organisation • Illustrate how PDCA can contribute to the process of continuous performance improvement <p>Understand process design and improvement</p> <ul style="list-style-type: none"> • Explain different types of business processes and their interactions • Evaluate a business process and recommend changes to improve performance and reduce risk <p>Understand the quality management function within an organisation</p> <ul style="list-style-type: none"> • Explain the role of different quality activities within an organisation • Evaluate the structure for quality within an organisation for appropriateness and make recommendations <p>Be able to assess and report on quality costs</p> <ul style="list-style-type: none"> • Evaluate alternative approaches to apportioning quality costs • Make recommendations for implementing a quality costing programme in an organisation • Prepare a management report highlighting areas of quality cost and recommend appropriate actions 	

Module 4 Leadership within the Quality Management System	Assignment
<p>Understand the importance of organisational values and culture to the achievement of quality performance</p> <ul style="list-style-type: none"> • Analyse how the design of management systems is influenced by human behavior and vice versa • Evaluate how management styles, culture and organisational structure impact on quality performance <p>Understand behavioural approaches for getting results through people</p> <ul style="list-style-type: none"> • Evaluate different approaches to leadership and motivation and their impact on quality • Evaluate goal setting and give examples to illustrate its influence on people’s behavior. <p>Understand the importance of communication for managing quality</p> <ul style="list-style-type: none"> • Evaluate different methods for communication in quality management • Recommend appropriate communication methods for different quality management applications 	

Module 5 The challenge of compliance – Regulation and Legislation	Assignment
<p>Understand legislation and liability relevant to quality</p> <ul style="list-style-type: none"> • Compare common and statutory law and their impact on manufacturers/ service providers, distributors, purchasers and users • Compare the legal processes of tort and criminal prosecution • Explain legislation related to design, manufacture and sale of products/ services and its impact on an organization • Evaluate product liability legislation in the context of quality • Evaluate the risks to business of not meeting statutory and regulatory requirements <p>Understand how conformity assessment and quality management can reduce liability</p> <ul style="list-style-type: none"> • Evaluate the role of conformity assessment in demonstrating quality assurance and legal compliances • Explain the importance of traceability in addressing quality problems • Produce a quality assurance plan including coverage of service and/or product liability legislation • Illustrate a process for damage limitation after the distribution of a faulty product or service and make plans for the process' implementation. 	

Module 6 Development of the QMS - Monitoring and measuring for quality	Assignment
<p>Understand the role of monitoring and measuring in making decisions relating to quality</p> <ul style="list-style-type: none"> • Evaluate the use of qualitative and quantitative data in decision making for a range of situations • For ongoing processes • As part of process investigation • Following improvement activity • Use a range of quality tools for data analysis • Evaluate the risks of making decisions based on incorrect process data <p>Understand the use of methods for data collection and analysis</p> <ul style="list-style-type: none"> • Explain criteria used in selecting a data collection method for decision making • Recommend appropriate collection methods taking into account data source and type. • Evaluate and use appropriate analytical tools for diagnosis and control of variable, attribute, and qualitative data for decision making • Report on the outcomes of monitoring and measuring activity 	

Module 7 Using Quality to Improve Business Performance	Assignment
<p>Understand continual improvement and its application to business</p> <ul style="list-style-type: none"> • Explain the principle of continual improvement and its application in various types of organisation • Evaluate the benefits an organisation and it's stakeholders may gain by applying continuous improvement • Evaluate the cost benefits of use of continual improvement <p>Understand the process for identifying and prioritising areas for improvement</p> <ul style="list-style-type: none"> • Apply methods to identify and prioritise opportunities for improvement • Use suitable and appropriate tools to perform root cause analysis • Prepare management reports on the impact of continual improvement activities <p>Be able to manage an improvement project</p> <ul style="list-style-type: none"> • Prepare an improvement plan • Describe key roles required for the management of improvement projects and the desirable characteristics of those selected • Evaluate an improvement project • Explain the common reasons why project teams sometimes fail 	

Module 8 Performance evaluation - Management systems audit	Examination
<p>Understand the purposes of 1st, 2nd and 3rd party auditing</p> <ul style="list-style-type: none"> • Describe the different aspects of 1st, 2nd and 3rd party auditing <p>Understand the role of audit and its importance in an organisations management system</p> <ul style="list-style-type: none"> • Explain the audit process • Describe the management of audit findings • Explain how the results of audits are used in the management review process <p>Understand the content of standards for auditing practice</p> <ul style="list-style-type: none"> • Explain the principles contained in standards for auditing • Prepare and conduct a simulated internal audit and report 	

Module 9 Business Research	Project
<p>Understand the process for acquiring new information using research</p> <ul style="list-style-type: none"> • Explain the different approaches to management research • Recommend and describe an appropriate research methodology <p>Be able to undertake management research</p> <ul style="list-style-type: none"> • Select an appropriate research methodology for a given situation • Conduct a research project • Report research results and draw reasoned conclusions • Reference research data sources using recognized methods 	

Follow on courses available:

Internal QMS Auditor
IRCA approved QMS Lead Auditor Training

Temple Level 5 Diploma in Quality – 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 Diploma. Current fees are as follows, including all learning materials:

Option one – pay in full: **Complete Level 5 Diploma - £2995.00 vat**

Option two – pay by unit: **Individual Level 5 Unit - £375.00 + vat**

VAT is payable at 20% on tuition/learning materials

Total tuition/ support fees for the Diploma course when paying in full (9 units included):

Tuition Fees & Learning Materials	VAT	Total Tuition + VAT
£2995.00 (excluding vat)	£599.00	£3594.00



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