Certified Quality Professional

Four Months Professional Diploma in Quality Management
Weekend Classes

A professional Diploma/Certification Useful for Quality Managers, Engineer Officers, QEC Managers
Certified Quality Professional

Introduction
This course provides a sound foundation and creates abilities to participants to manage Quality Assurance Departments and/or handle Quality matters as Quality Coordinators, Auditors or Facilitators. It develops the knowledge, understanding and practical abilities to become Quality professional in order to handle the Quality Assurance tasks with confidence. The course contents are compatible to American Society for Quality’s international certification ‘Certified Manager of Organizational Quality & Excellence’. Each module of this certification is delivered by top class professionals and academicians of this field. The course covers most up to date and modern Quality Assurance and Management concepts, tools, frameworks and Models.

Objective
To course will develop the professional capabilities and provide certification in the field of Quality Control and Quality Assurance so that the participant can manage the Quality Assurance Departments as well as act as Departmental Quality Assurance Coordinator to handle corporate Quality related matters effectively.

Useful for
1. The course provides the broad spectrum foundation to professionals working in or desirous to work in the Quality Assurance Departments of companies working in both manufacturing, service, government and education sectors, i.e. industries, banks, telecom, airline, Quality Enhancement Cells of universities, utility service organizations, power plants, and Oil & Gas sectors, etc.
2. It starts with the core concepts and moves on to the advance topics, thus useful for both new entrants and experienced Quality Managers
3. It is not only useful for the professionals working in the Quality Assurance Departments but also for all cross functional operations departments, like Production, Purchasing, Administration, and IT etc., so that they can improve their respective departments.
4. Very valuable for Quality System Auditors working with Certification agencies to provide them the understanding of latest Quality tools and frameworks.

Learning Outcomes
Upon successful completion of this program, the participants will be able to:
1. Understand and use Quality Assurance Tools and Frameworks in organizations, industries or universities.
2. Re-conceptualize, through critical analysis, their current roles, responsibilities and approaches in industrial and Service set-ups as a Quality Manager.
3. Carry out practical projects of Standardization, Quality Improvement, or Re-engineering to display the practical application of the technical knowledge
4. Be able to initiate or improve their current Quality Assurance programs in their departments or organizations.
Your best choice to become a Quality Professional

Teaching Strategies
This is a professional course and will involve a number of higher level teaching methodologies. The course is spread over four months to allow inter-session study. In this respect participants will have to carry out timely study, investigations, and assignments to grip the subject. Discussions in the class are focused on the key points, critical thinking, experience sharing of fellow professionals and building professional maturity.

Project
The participants are required to work on real life projects on selected topics and tools, preferably from the organizations in which they are working. The projects will be of a practical nature and should be completed within the stipulated time frames. A project report will be submitted in accordance with the laid down criteria, format and coverage.

Course Contents
**Module 1:** Fundamental Concepts:

**Module 2:** Quality Management Systems:

**Module 3:** Customer Satisfaction and Relationship Management:
Tools and approaches used in the processes of customers’ management, customer identification, segmentation, relationship management, service quality principles (SERVQUAL), customer retention and loyalty, customer surveys, Kano Model, Quality Function Deployment (QFD), CRM.

**Module 4:** Statistical Quality Control (SQC):

**Module 5:** Quality Management Tools:
Quality Circles, Total Productive Maintenance, Kaizen, 5S, Cost of Quality, Six Sigma.

**Module 6:** Supplier Quality Assurance:

**Module 8:** Project Management:
Project justification and prioritization, project planning and estimation, project monitoring and evaluation, Hands-on Microsoft Project.

**Module 9:** Management and Leadership:
Principles of Management, organizational structures, leadership, motivation, organizational culture and group dynamics.
Leading Institute in Pakistan providing academic programs, professional diplomas & certifications, short courses and corporate development in Quality Control (QC), Quality Assurance (QA) and Total Quality Management (TQM), Human Resource Management (HRM) and Health, Safety and Environment (HSE). Celebrating the 25th year of its establishment, PIQC vision is to see Pakistan a hallmark of Quality in the national and global environments. With its leadership and team of specialists, it has provided academic education and professional courses to more than 40,000 students and professionals. It is the pioneer and most authentic source for running International Six Sigma and Lean Manufacturing programs, including Six Sigma Yellow Belt, Six Sigma Green Belt and Six Sigma Black Belt in Pakistan.

PIQC has professional collaborations and linkages with various local and foreign organizations including Hamdard University, Superior University, NED University of Engineering and Technology, IQCS Certification, Singapore Quality Institute International (SQII), American Society for Quality (ASQ), and Quality and Productively Society of Pakistan (QPSP).

Degree Programs
- Masters & MPhil in Quality Management
- Human Resource Management
- Industrial Management
- EHS Management

Professional Diploma
- PIQC Diplomas/Certifications in Quality Management
- Project Management
- Health Care
- Quality Management
- HSE Management
- HRM Management
- Supply Chain Management
- Labor Laws and IR Management

International Certifications
- Internationally Recognized Certifications
- IRCA (UK) Accredited Certified ISO 9000 Lead Auditor
- Certified Six Sigma Green Belt & Black Belt

Corporate Courses
- Nation-wise seminars & workshops on Total Quality Management, Six Sigma, ISO 9000 Quality Assurance in Manufacturing, Services, Education, Banks and Healthcare, Total Productive Maintenance

International Conventions
- Pakistan’s 14th International Convention on Quality Improvement
- ICQI 2014 Nov 14-15 Lahore
  Theme Quality Standards & Tools