



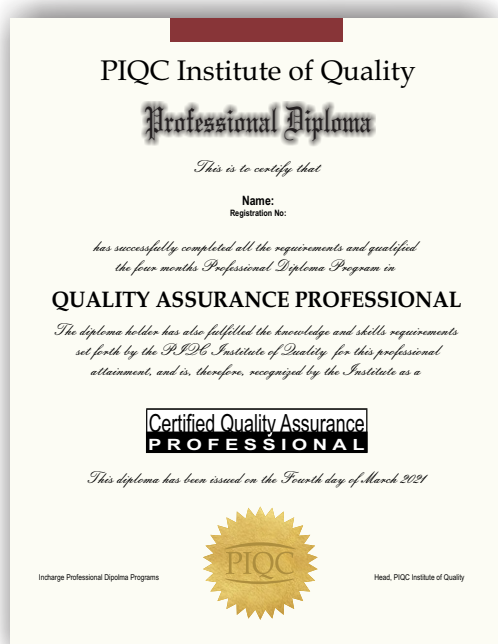
PIQC

Leading the Modern
Quality Movement in Pakistan

CQAP

Certified Quality Assurance Professional

4 Months Weekend Based/Online Evening Based
Professional Diploma in Quality Assurance Professional



Quality Assurance Professionals and Managers, Defence Officers attached with QA assignments, QA/QMS Auditors and Consultants.

**Certified Quality Assurance
PROFESSIONAL**



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Introduction

This course provides a sound foundation and builds the skills and competence of the participants in the field of Quality Assurance (QA). It creates abilities in the participants to manage Quality Assurance Departments and/or handle Quality Assurance matters with confidence and ease. It also develops their understanding of requisite knowledge, and practical abilities to become Quality professionals in industrial and service sector organizations. This course is taught by highly qualified instructors who are practically knowledgeable and experienced in the relevant fields. This is an ideal course for all those who do not have academic background in the field of Quality Management and wish to develop a sound foundation in the field of Quality Assurance.

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

On successful completion of this diploma, participants will be able to:

- Develop Quality Assurance Programs for companies
- Understand organizational roles and responsibilities in QA.
- Understand and be able to apply QA tools and techniques.
- Understand critical success factors for implementing Quality Assurance improvement programs in the companies

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.



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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: Strategic Quality Management:

Fundamental Concepts of Quality Assurance and Management in industries, Strategic Quality Management, Business Excellence Models, Quality and Best Practices in Pakistan.

Module 2: ISO 9001 Quality Management Systems:

Study of ISO 9000 and ISO 17025 Quality System Standards, Internal Quality Auditing.

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 Process Control (SPC):

Basic Statistics, Sampling, Check Sheets, Graphs, Pareto Charts, Cause & Effect Diagrams, Process Capability Studies, Histograms, Scatter Diagrams and Control Charts.

Module 5: Supplier Quality Assurance:

Selection and Evaluation of suppliers, contracting, Partnerships and Alliances, Supply Chain Management, performance measurement and control of suppliers.

Module 6: ISO 17025, Metrology & Testing

Measurements and Testing in labs, Measurement System Analysis.

Module 7: Project Management:

Project justification and prioritization, project planning and estimation, project monitoring and evaluation, Hands-on Microsoft Project.

Module 8: 5S House Keeping & QC Improvement Methodologies:

Industrial Housekeeping (5S), Total Productive Maintenance (TPM), Quality Control Circles (QCC), Kaizen, Kaizen Blitz.

Module 9: Lean Management:

Introduction to Lean Manufacturing / Management and Tools, Fundamentals of Lean Tools and Techniques.

Module 10: Six Sigma:

Fundamentals of Six Sigma, DMAIC Cycle, Implementing Six Sigma.

Module 11: Leadership

Principles of Management, organizational structures, leadership, motivation, organizational culture and group dynamics.



PIQC - Center for Excellence

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 Productivity Society of Pakistan (QPSP)

Degree Programs	Professional Diploma	International Certifications	Corporate Courses	International Conventions
Masters & MPhil in: Quality Management Human Resource Management Industrial Management EHS Management	PIQC Diplomas/ Certifications in Quality Management Project Management Health Care Quality Management HSE Management HR Management Supply Chain Management Labor Laws and IR Management	Internationally Recognized Certifications IRCA (UK) Accredited Certified ISO 9000 Lead Auditor Certified Six Sigma Green Belt & Black Belt	Nation-wise seminars & workshops on Total Quality Management, Six Sigma, ISO 9000 Quality Assurance in Manufacturing, Services, Education, Banks and Healthcare, Total Productive Maintenance	PIQC has organized 13 International Conventions on Quality Improvement and 5 National Conferences on Quality Education in Pakistan since 1991

PIQC INSTITUTE OF QUALITY

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