



Leading the Modern Quality  
Movement in Pakistan

# Professional Diploma / Certification DIALOGUE FOR SUSTAINABILITY



*Useful for  
Quality, Production, HR representatives and  
Industrial Engineers/Professionals working in  
industries.*

*Duration  
4 Months Hybrid (Blended) Program*



*In collaboration with*



Implemented by  
**giz** Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH

[www.piqc.edu.pk](http://www.piqc.edu.pk)

## Introduction

Dialogue for Sustainability (DfS) is a Quality and Productivity Improvement Program initially started in the textile sector of Pakistan in 2014 by GIZ Pakistan. In this regard, DfS has served as a major tool of dialogue that paves a path for change that is internally created through process consultation. One of its major components is focused on Quality and Productivity enhancement of firms. This course provides a sound foundation and builds the skills and competence of the participants in Dialogue for Sustainability Methodology covering various tools and techniques of Continuous Quality and Productivity Improvement. It creates abilities in the participants to manage Continuous Quality Improvement with teams of all levels working in the organization, i.e. management, supervisors and workers. This course is taught by highly qualified instructors who are practically knowledgeable and experienced in the relevant fields. It is an ideal course for all those who wish to develop a sound foundation in the field of Continuous Quality and Productivity Improvement using DfS Methodology.

## Learning Outcomes

On successful completion of this professional diploma/certification program, participants will be able to:

- Understand and implement Quality and Productivity Improvement program using DfS Methodology.
- Understand organizational roles and responsibilities in DfS, i.e. Change Management Teams and mini CMTs.
- Understand and be able to apply Improvement tools and techniques.
- Understand the critical success factors for implementing DfS improvement programs in the companies.

## Useful for

- The course provides the broad spectrum foundation to professionals working or desirous to work in the Quality/Industrial Engineering/Production Departments of companies.
- It starts with the core concepts and moves on to the advance topics, thus useful for both new entrants and experienced Quality, Production or IE Engineers/Managers.
- It is useful for the professionals working in the Quality Assurance Departments and all cross functional operations departments, like Production, Purchasing, Administration, and IT etc.
- Valuable for Quality System Auditors working with Certification agencies to provide them the understanding of latest Quality and Productivity Improvement tools and frameworks with a focus on implementation.

## Teaching Mode and Strategies

This is a professional blended (Hybrid) course with both On-Campus and Online sessions. It involves a number of higher level instructional methodologies and skill development exercises. The course is spread over four months to allow inter-session study and practical real life exercises. Participants will have to carry out timely study, investigations, and assignments in their production and quality areas 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.





## Implementation Projects

The participants are required to work on real life projects on selected topics and tools, 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

### INTRODUCTION

- Introduction to GIZ's Dialogue for Sustainability (DfS)
- Six Steps of DfS
- Introduction to Organizational Structure of Change Management Team (CMT) and Mini-CMTs
- Vertical integration of teams at different levels
- Gap Analysis

### PRODUCTIVITY IMPROVEMENT TOOLS

- Introduction to Production and Productivity Tools
- Seven Types of Wastes
- Lean Management
- Line Balancing and Value Stream Mapping
- Kaizen Activities and Poka Yoka
- 5S Methodology
- Exercises with Real Life scenarios

### QUALITY IMPROVEMENT TOOLS

- Fundamentals of Quality Management
- Key Performance Indicators and how to make Dashboards
- Process Standardization
- Measurement System Analysis (MSA)
- Data Analytics and Management, Statistical Tools in Problem Solving
- Quality Circles, FMEA, Gemba Walks
- Lean Six Sigma, Cost of Quality
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### CMT EXERCISES AND PRESENTATIONS

Review of real life exercises by the participant, Understanding the six steps of DfS, Problem Identification, Cause Analysis, Goal Analysis, Solutions and agreeing on solutions, Action plans and performance KPIs.



خوب سے خوب تر کی تلاش

# QUALITY PAKISTAN

In Search of Excellence

## PIQC - Center for Excellence in Quality

A 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 30th 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 50,000 students and professionals. It is the pioneer and the 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 is one of the multiplier organizations of GIZ 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), GIZ Pakistan, American Society for Quality (ASQ), and Quality and Productively Society of Pakistan (QPSP)

### Professional Diploma

PIQC Diplomas/  
Certifications in  
Quality  
Management  
Project Management  
Health Care  
Quality Management  
HSE Management  
HR 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

PIQC has organized  
13 International  
Conventions  
on Quality  
Improvement  
and  
5 National  
Conferences on  
Quality Education  
in Pakistan  
since 1991

### Registration & Inquiries

For any further details, fee, or registration, please contact Assistant Manager Training at Mob: 0334-7472722



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