

## INTRODUCTION:

This program is offered by **PIQC Institute of Quality** in collaboration with **NED University of Engineering & Technology**. Certified Quality Assurance Professional (CQAP) course provides a sound foundation and builds the skills and competence of the participants in the field of Quality Management System. It creates abilities in the participants to manage quality assurance matters and leads process improvement initiatives 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 program helps participants to prepare for ASQ Certified Manager of Quality / Organizational Excellence (CMQ/OE) exam.

**Platform**  
Online (VILT)

**Duration**  
04 Months  
(Two Classes Per Week)

**Course Start Date**  
July 13<sup>th</sup>, 2024

**Days**  
Every Saturday & Sunday

**Timings**  
6:00 – 9:00 PM PKT (Sat)  
2:00 – 5:00 PM PKT (Sun)

## LEARNING OUTCOMES:

Upon successful completion of this program, the participants will be able to:

- ✓ Understand and use Quality Assurance Tools and Frameworks in any of the industrial environment.
- ✓ Re-conceptualize through critical analysis their current roles, responsibilities and approaches in industrial set-ups as a Quality Manager.
- ✓ Carry out practical projects of Standardization, Quality Improvement, or Re-engineering in their current industry to display the practical application of the technical knowledge.
- ✓ Initiate or improve Quality Assurance programs in their business unit or organizations.

## BODY OF KNOWLEDGE:

Module	Topics
<b>Strategic Quality Management</b>	Quality Fundamentals, Dimensions of Product & Service Quality, Quality Management Frameworks and Excellence Awards, Business Environment Analysis, Quality Vision, Mission & Policy Statement, Quality Objectives, KPIs & Action Plan
<b>Quality Management System</b>	Quality Management Principles, Internal and External Context of an Organization, Risk-Based Approach, History of ISO & ISO 9000 Series of Standards, ISO 9001:2015 QMS Standard Requirements – Brief Interpretation, Internal Quality Auditing
<b>Quality Improvement Models, Theories &amp; Tools</b>	Basics of Statistics, Cost of Quality, Root Cause Analysis (6Ms & 5 Whys Analysis), Seven Basic Quality Tools
<b>Lean Management &amp; Six Sigma</b>	Introduction & History of Lean Management & Six Sigma, Types of Lean Wastes, Lean Six Sigma Infrastructure, Overview of Basic DMAIC Methodology & Tools, Lean Tools: Kaizen, Poke-Yoke & 5S: Industrial Housekeeping (5S)
<b>Project Management Fundamentals</b>	Basics of Project Management, Project Lifecycle & Project Planning, Project Measurement, Monitoring & Control
<b>Overview Of Metrology &amp; Testing</b>	Introduction to Metrology, Common Gauges and Measurement Instruments / Gauge Selection, Handling and use, Measurement System Analysis Basics, Calibration / Importance of Uncertainty Measures, Inspection Planning and Procedures / Testing Methods
<b>Supplier Quality Assurance</b>	Supplier Selection & Approval, Supplier Performance, Supplier Quality Control, Supplier Improvement
<b>Leadership, Organizational Structure &amp; Team Development</b>	Organizational Structures, Leadership for Quality Assurance (QA), Roles and Responsibilities of Leaders & Managers, Change Management, Team Development
<b>Customer Segmentation &amp; Relationship Management</b>	Customer Identification (Internal Vs External), Customer Segmentation, Kano Model & Quality Functional Deployment (QFD), Customer Relationship Management
<b>Other Key Topics</b>	Quality 4.0, Human Communication Techniques, Effective Presentation Skills
<b>Course Learning Methodology:</b> <i>The theoretical portion of this course is reinforced by interactive lectures and presentations, hands-on practical exercises, group activities, discussion of case studies and individual project work.</i>	

## WHO SHOULD ATTEND:

This course is ideal individuals from manufacturing and service industries who desire to reinforce their skills, knowledge, and capacity to understand the broad spectrum of Quality Assurance, Quality Management System and to provide them the thorough understanding of latest Quality tools and frameworks.

## PROGRAM INSTRUCTORS:

This course is taught by highly qualified subject matter experts and professionals who possess practical knowledgeable and experience in the relevant fields.

## ELIGIBILITY REQUIREMENT:

Bachelor's degree with good academic result. Work experience will be given preference.

### For Fees, Registration and Further Course Details:

PIQC Institute of Quality (Karachi Office)

Address: C-5 Block 17, Gulshan-e-Iqbal, Karachi.

Tel: (021) 34979449 | +92 333 2163620, +92 315 0027826

Email: ikram@piqc.edu.pk | infokhi@piqc.edu.pk

Website: www.piqc.edu.pk

