

INTRODUCTION:

This program is offered by **PIQC Institute of Quality** in collaboration with **NED Academy – 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
February 28th , 2026

Days
Every Saturday & Sunday

Timings
3:00 - 5:00 PM PKT (In Ramadan)
6:00 – 9:00 PM PKT
(After Ramadan)

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
Strategic Quality Management	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
Quality Management System	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
Quality Improvement Models, Theories & Tools	Basics of Statistics (Descriptive Measures, Types of Data), Cost of Quality (Prevention, Appraisal & Failure Costs), Process Management, Root Cause Analysis (6Ms & 5 Whys Analysis), Seven Basic Quality Tools
Lean Management & Six Sigma	Introduction & History of Lean Management and 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)
Project Management Fundamentals	Basics of Project Management, Project Lifecycle & Project Planning, Project Measurement, Monitoring & Control
Overview Of Metrology & Testing	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
Supplier Quality Assurance	Supplier Selection & Approval, Supplier Performance, Supplier Quality Control, Supplier Improvement
Leadership, Organizational Structure & Team Development	Organizational Structures, Leadership Styles, Roles and Responsibilities of Leaders & Managers, Change Management, Team Evolution, Roles, and Making Effective Teams
Customer Segmentation & Relationship Management	Customer Identification (Internal Vs External), Customer Segmentation (B2B & B2C), Gather Voice of Customer (VOC), Determine Customer Needs (Via Kano Model & Quality Functional Deployment), Customer Relationship Management
Other Key Topics	Artificial Intelligence & Quality 4.0, Human Communication Techniques, Effective Presentation Skills
Course Learning Methodology: <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.

Scan the QR Code for Fees Inquiry, Details and Registration or Reach out to us at:

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