

**B32**

## **Quality Evaluation and Assessment**



### **Duration:**

2 days

### **Course Content:**

#### Module 1

- Business Standards
- Reputational Risk
- Legislation
- Current QA Trends – Tick box
- Value of a customer
- Power of social media
- Cost of a new customer vs existing customer
- Assessor - Qualification

#### Module 2

- Effective QA
- Sample size
- Accountability
- Closing the gaps
- Calibration
- Red light development area
- Business Reports - Meaningful