



B30

Introduction to Quality Control (Service Industry)

Description

This course provides an introduction into the basic aspects of Control of Quality and the related subjects in achieving quality performance.

Duration

2 day

Course content

During the workshop delegates are introduced to the following aspects:

- ◆ What is quality
- ◆ Importance of quality
- ◆ Shifting focus of Service quality
- ◆ Complexity of the service industry
- ◆ Dimensions of Quality
- ◆ History of Quality: Deming, Juran, Crosby
- ◆ Quality function
- ◆ Quality Control
- ◆ Quality Control & Process Control
- ◆ PDCA Cycle & 7 QC Tools
- ◆ What is a process & $Y = f(X)$
- ◆ Queuing Theory
- ◆ Inspection Plan
- ◆ Quality vs Compliance
- ◆ Sampling
- ◆ Inspection standards
- ◆ Calibration
- ◆ Customer Satisfaction
- ◆ Gaps Model
- ◆ Quality Improvement & Quality Circles

Benefits from attending this course

Learners will be able to:

- ◆ Understand the basics of quality control
- ◆ Understand how Quality Assurance differs from Quality Control
- ◆ Understand the basics of a quality system
- ◆ Appreciate elements of Quality Improvement
- ◆ Appreciate what is meant by a quality system