

# Implementing Quality Assurance & TQM In Service Departments & Service Industry Training

## Program Overview

- ✓ Service departments offer great opportunity for Quality Assurance and Quality Improvement. These departments have traditionally avoided reasonable measurement of performance - internal customer satisfaction - all this has now changed. Now dramatic measurable performance improvement in these areas has become possible - and it is measurable ! This program teaches the Analysis Methodology and Technology that makes this possible.
  - ✓ After attending this program the participant will be able to guide such an implementation, he will be able to prepare the required implementation plans and checklists.
  - ✓ Participants will normally be motivated personnel from all service departments including: Management, Engineering, Purchase, Utilities, Maintenance, Finance, Audit, Documentation, Administration, Personnel, HRD, Accounting...
  - ✓ This program provides the essential expertise needed to convert management policy on quality assurance into action to international Standards.
6. Personnel Material Resource Requirements: Motivation, Training, Communications.
  7. Quality System Structure
  8. Interface with Internal External Customers, Service Brief, Feedback Action System.
  9. Service Design Control, Design Review, Design Validation and Design Change Control.
  10. Quality Documentation System its Control.
  11. Quality in Procurement, Purchaser Supplied Equipment
  12. Service Identification Traceability
  13. Service Delivery Process Control
  14. Service Performance Analysis Improvement.
  15. Nonconforming Service Control and Corrective Action
  16. Deliverables Control
  17. Internal Quality Audit
  18. Statistical Techniques.
  19. The Preliminary Audit.
  20. Abilities required from personnel

## PROGRAM CONTENT

1. What is TQM/ISO9001:2008?
2. What is Involved in TQM/ISO9001:2008(Services) Implementation?
3. TQM Overview. ISO9001:2008. ISO9004-2. Product Standards: BS, DIN ...
4. Elements of Quality System as Applicable to Service Industries Government Departments:
5. Management Responsibility: Quality Policy, Objectives, Responsibility, Authority Management Review.

## Program Outcomes and Take-Away/s

Euro Training is in the business of providing practical useful training programs. Programs that

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ customers in his improvement proposals and actions.
3. Help build a knowledge framework in which job related experience can be

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caught and remembered as his experience.

**Typical participant will take away a personalized action plan** for himself, his business unit or his organization on how to apply the program contents to improve performance. The action plan may have two components:

1. A Personal Action Plan
2. A Business Unit/Organizational Action Plan

**Benefits to Organization**

Sending participant/s to this program will benefit the organization in the following ways

1. Quickly makes the participants competent, effective and productive on his job. Useful especially for
  1. Training New employees
  2. Competency Building in Existing Employees Transferred to a New Assignment
  3. Training Prior to a New Project or Initiative Planned in the Organization
2. Create Competency in the employee to perform his job well. including in relation to
  1. Relevant Technical Knowledge, Skills and Competencies
  2. Organizations' Strategic Objectives
  3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
  4. Good Management Practices
  5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations
3. Create a pool of trained manpower who can cost-effectively disseminate the knowledge to large number of employees inside the organization. This is made possible by Euro

Training's unique easy to understand and use methodology based on Checklist & Quality Assurance Approaches.

4. Euro Training Instructors often act as mentors for your trained employees. A most effective way to ensure effective competency development and application by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans)

**Participant Individual Career Benefits**

1. You gain a multi-discipline understanding of the issues. Meaning when you make proposals and decisions on your related job you will keep in mind the needs and expectations of ALL the stakeholders/ customers (internal & external)
2. The action plan you take away will help you make a difference in your business unit or organization. This difference when added to your resume will make you a prime candidate for career advancement in your own organization or in your next job/s.
3. Understanding and acting with understanding of the Needs and Expectations of your stakeholders/ customers is known to enhance Job Satisfaction and reduce Monday Morning Blues.
4. As one of your stakeholders/ customers is Executive Management, therefore the program ensures you will know the Strategic Imperatives that Drive the Organization's Efforts in your relevant job area. In the process enabling you to make a leadership contribution.

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**This Program is Intended for...**

**Those new to the field** take away a good multi-discipline understanding of the issues involved in the program works. It helps them become productive quickly and builds in them a knowledge framework that will help identify, understand, classify and remember on the job experiences in his memory.

**More experiences participants** take-away an individualized action plan as mentioned elsewhere in this technical sheet.

**Implementation Teams:** This program can be used to train implementation teams where...

1. a new project or initiative being started in your organization
2. a new strategic focus is being initiated
3. just prior to a Consultant being hired to advise the organization.

Each participant will take away a memorable and potentially life changing experience from the program.

No limitations are being placed on who can attend. If you are interested in the Program Outcomes and Takeaways, or, feel you can benefit from the Organizational and Personal Benefits mentioned above - You are Invited to Register for this Program. Program Instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group.

- Health Hospitality Services  
Communication Services
- Maintenance, Utilities
- Financial Services
- Professional Consultants
- Administration Departments
- Test and Design Centers
- Purchasing, Research Development  
Organizations

This program is directed towards the personnel throughout your organization whose activities impact the quality of the Service provided to customers, and more

particularly, for those responsible for Proposing, Implementing, Auditing, Managing and Operating Quality Management in your Organization.

All those who would like to become Quality Professionals in the Services field.

It is Recommended (optional) that you send at least 2 participants together to attend this program, this will facilitate TQM/ISO9001:2008 Implementation in your organization.

**Language of Instruction**

Unless otherwise stated the program instruction is in Standard Day-to-Day English. Participants can request the instructor to provide a program vocabulary which will ensure they have no problem understanding the content.

Other language versions are being developed by our consultants and regional partners including program in **French, German, Spanish and Arabic**. Please do contact us for your specific language needs.

**Registration Recommendations**

**Team Nominations:** Since the program aims to ensure the participants have his individualized improvement plan at the end of the program, and foreseeing the effort involved, anticipating resistance and implementation requirements it is recommended that the organization nominate **at least two participants together** (three will be more desirable to allow for attrition) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

**Single nominations** will also be accepted for the program. Single nominations are typically used to:-

1. Develop personnel skills in Critical Skills and Methodologies covered in this program.

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2. Audit this program for deciding its content and methodology's effectiveness in meeting your organizational needs
3. Train individuals for Leadership Roles in Business unit or department. Here this program will help the participant coach and lead his team in these Critical Skills and Methodologies. (Program does not typically cover coaching skills but provides the related technical understanding in an easy to communicate manner.)

**PURPOSE AND SCOPE**

- ✓ This program will help your organization and your department increase Internal External Customer Satisfaction, Increase Productivity, Improve Quality and Reduce Costs.
- ✓ Service Quality has long been considered a somewhat qualitative issue, but now, with this Truly International Effort in the form of ISO9004-2 Guidelines the Service Characteristics and Service Delivery Characteristics have been substantially quantified. This has made available tremendous opportunity to Service Organizations to Implement Quality Management Practice to Increase Customer Satisfaction, Productivity and their Image as Reliable and Quality Suppliers of Customer Needs.
- ✓ This 2 week Program is designed to Transfer the Relevant Technology to enable the Participant Implement and Manage TQM and ISO 9001 Procedures in his organization both as a member of the Initial Project Implementation Team and As part of the Operational Team.
- ✓ This program will also provide the know-how for Implementing TQM/ISO9001:2008(Services) as a Pilot Project on a part of your organization, this experience can then

be used to implement the Quality System throughout your organization.

- ✓ As a practical case-study Participants will be taken step-by-step through the process of actual Implementation.

**YOU WILL ALSO LEARN ABOUT**

- Need for Quality Assurance in Service Industries Government Departments.
- Coordinating various department inputs into TQM/ISO9001:2008 Implementation.
- Demonstrability and Accreditation.
- Certification Application Assessment Procedures.
- Preparing an audit checklist for your organization. Self Assessment.
- Application Procedure for third party assessment, Assessment procedure.
- Issue of Registration Document, Post Registration Surveillance. Use of Symbols and logos, Publicity, Misuse etc..
- Relationship of ISO 9001 Quality Management System with your Organization's Management Information System.
- Use of Computers Document Management Systems to aid TQM/ISO9001:2008 Implementation.
- Using Consultants to assist in Implementation. Where they can and cannot help.
- Preparing a Presentation: A Plan for ISO 9001 (Services) Implementation in your organization.
- Real-life Implementation Workshop & Case Study.

**Latest Program Dates**

- [www.EuroTraining.com/bro/sqa245.html](http://www.EuroTraining.com/bro/sqa245.html)
- [www.EuroTrainingUK.com/bro/sqa245.html](http://www.EuroTrainingUK.com/bro/sqa245.html)

REGISTRATION FORM	
Program:	Implementing Quality Assurance & TQM in Service Departments & Service Industry Training (SQA245)
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

## REGISTRATION INFORMATION

- To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
- Program Fee is
  - USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$9,790 per participant)
- Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
- Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
- Refund will not be considered where the participants cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
- All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
- It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
- Provisional Registration :** You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
- Please note: No Live Voice Requests for Registration or Provisional Registrations.