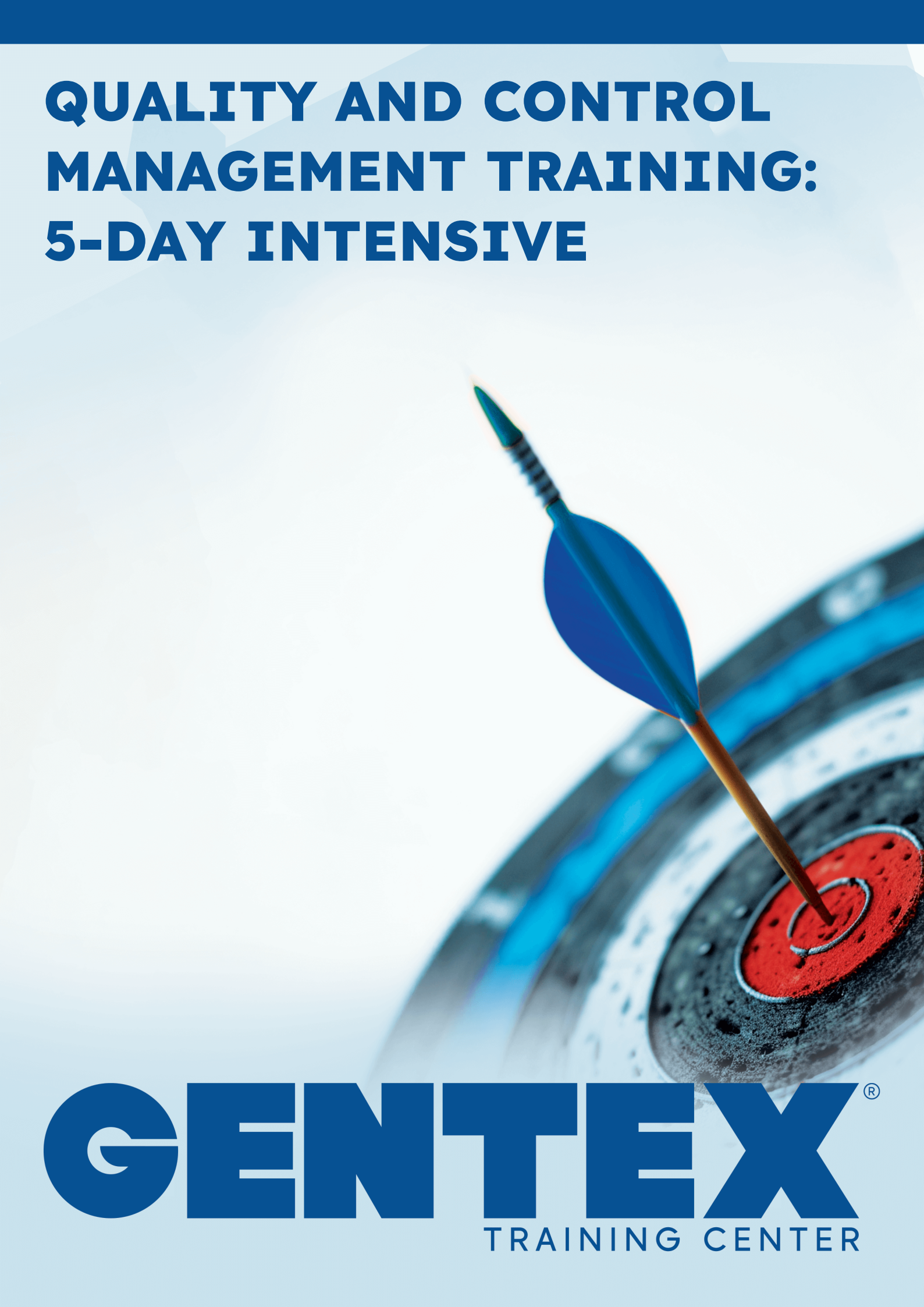
QUALITY AND CONTROL MANAGEMENT TRAINING: 5-DAY INTENSIVE



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Introduction

Quality and Control Management Training: 5-Day Intensive Training Course builds the practical skills professionals need to manage quality and internal control in one connected system. Participants work through quality management principles and ISO 9001, process control and standardisation, the COSO internal control framework, risk assessment and control design, quality tools and continuous improvement, and internal audit, review, and reporting as one governance discipline. The programme links the quality an organisation promises its customers with the controls that keep every process on course. As a result, learners gain a practical method for managing quality and control together. Furthermore, the course strengthens process discipline, control judgement, and improvement practice.

Quality and Control Management Training: 5-Day Intensive Course Objectives

- Explain quality management principles and their business value.
- Interpret ISO 9001 requirements and process approach.
- Apply documented information, control, and version management.
- Apply the COSO internal control framework across five components.
- Design control activities, segregation of duties, and authorisation.
- Apply risk assessment, risk registers, and control mapping.
- Apply quality tools: Pareto, fishbone, check sheets, and control charts.
- Apply Cost of Quality and the PAF model to performance analysis.
- Apply PDCA, Kaizen, and 5S to process improvement.
- Apply internal review, self-assessment, and reporting for governance.

Course Methodology

- Interactive sessions built on quality and control management cases.

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- Workshops on ISO 9001 interpretation, control design, and risk registers.
- Group exercises on process mapping, cost of quality, and control testing.
- Hands-on practice with quality tools, control matrices, and checklists.
- Simulation of an internal review and a quality improvement workshop.
- Facilitator coaching and peer review on personal management plans.

Who Should Take This Course

- Quality managers and quality assurance officers.
- Internal control and compliance professionals.
- Process owners and operations supervisors.
- Risk management and governance staff.
- Internal auditors covering quality and control.
- Consultants advising on quality systems and internal control.

Quality and Control Management Training: 5-Day Intensive Course Outlines

Day 1: Quality Management Foundations

- Quality management principles and their business value.
- ISO 9001 structure, clauses, and the process approach.
- Customer focus, leadership, and engagement of people.
- Documented information and control of records.
- Quality policy, objectives, and management commitment.
- Quality culture and behavioural expectations.
- Case discussion: a certification that did not change performance.

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Day 2: Process Control and Standardisation

- Process thinking, process mapping, and swimlane diagrams.
- Standard operating procedures and work instructions.
- Process control points and critical-to-quality parameters.
- Measurement, monitoring, and process capability basics.
- Supplier and outsourced process control.
- Change control and deviation management.
- Workshop: mapping and controlling a key business process.

Day 3: Internal Control Framework and Risk

- The COSO internal control framework and its five components.
- Control environment, governance, and ethical tone.
- Risk assessment, risk registers, and control mapping.
- Control activities: approvals, reconciliations, and segregation.
- Information, communication, and monitoring controls.
- Fraud risk considerations and anti-fraud controls.
- Exercise: designing a control matrix for a critical process.

Day 4: Quality Tools and Continuous Improvement

- The seven basic quality tools and when to use them.
- Pareto analysis, fishbone, and check sheets.
- Control charts, histograms, and cause-and-effect analysis.
- Cost of Quality and the prevention, appraisal, failure model.
- PDCA, Kaizen, and 5S applied to process control.

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- Root cause analysis and corrective action closure.
- Simulation: running an improvement project with quality tools.

Day 5: Internal Review, Audit, and Reporting

- Internal review, self-assessment, and management review.
- Audit of quality and control systems and checklists.
- Evidence standards and control testing technique.
- Nonconformity, findings, and corrective action management.
- Performance metrics, dashboards, and governance reporting.
- Reporting to management and the audit committee.
- Capstone: presenting a quality and control improvement plan.

Conclusion

By successfully completing Quality and Control Management Training: 5-Day Intensive, participants will gain a practical command of quality management principles and ISO 9001, process control and standardisation, the COSO internal control framework, risk assessment and control design, quality tools and continuous improvement, and internal review and governance reporting. They will acquire skills in process control design, control framework application, quality tool use, and audit and review reporting that raise both quality and control performance. Gentex Training Center designs the programme to help professionals manage quality and control with confidence.

FAQs for the Quality and Control Management Training: 5-Day Intensive course

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Q1 What is the "Quality and Control Management Training: 5-Day Intensive" course about?

It builds the practical skills professionals need to manage quality and internal control in one connected system. The course spans quality management foundations and ISO 9001, process control and standardisation, the COSO internal control framework and risk, quality tools and continuous improvement, and internal review, audit and reporting.

Q2 What are the key benefits of the "Quality and Control Management Training: 5-Day Intensive" course?

You gain a practical method for managing quality and control together that links the quality an organisation promises its customers with the controls that keep every process on course. The course improves process control design, strengthens COSO framework application, sharpens quality tool use and cost of quality analysis, and gives you review and governance reporting practice that reduces both defects and control failures.

Q3 What skills will I gain from the "Quality and Control Management Training: 5-Day Intensive" course?

You will develop four core skills: quality management principle and ISO 9001 application, process control and standardisation design, COSO internal control framework and risk assessment application, and quality tool use with continuous improvement and internal review reporting.

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Q4 What tools, methods, or standards are covered in the "Quality and Control Management Training: 5-Day Intensive" course?

The course covers quality management principles and their business value, ISO 9001 structure, clauses and the process approach, customer focus, leadership and engagement of people, documented information and control of records, quality policy, objectives and management commitment, quality culture and behavioural expectations, process thinking, process mapping and swimlane diagrams, standard operating procedures and work instructions, process control points and critical-to-quality parameters, measurement, monitoring and process capability basics, supplier and outsourced process control, change control and deviation management, the COSO internal control framework and its five components, control environment, governance and ethical tone, risk assessment, risk registers and control mapping, control activities across approvals, reconciliations and segregation of duties, information, communication and monitoring controls, fraud risk considerations and anti-fraud controls, the seven basic quality tools, Pareto analysis, fishbone and check sheets, control charts, histograms and cause-and-effect analysis, Cost of Quality and the prevention, appraisal, failure model, PDCA, Kaizen and 5S, root cause analysis and corrective action closure, internal review, self-assessment and management review, audit of quality and control systems with checklists, evidence standards and control testing technique, nonconformity, findings and corrective action management, performance metrics, dashboards and governance reporting, and reporting to management and the audit committee.

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Q5 How is the "Quality and Control Management Training: 5-Day Intensive" course applied in real-world practice?

Participants apply it to real work such as mapping and controlling a key business process, designing a control matrix for a critical process, building a risk register with control mapping, running a Pareto and fishbone analysis on a recurring defect, analysing cost of quality for a service, testing a control and documenting the result, and presenting a quality and control improvement plan. The same methods support internal review and governance reporting.