



IMPROVE THE EFFECTIVENESS AND EFFICIENCY OF QUALITY MANAGEMENT SYSTEM

Unit Standard: 263376



Course Information



Qualification Title	National Certificate: Quality Management Systems
Course Name	Improve the Effectiveness and Efficiency of Quality Management System
Course Level	5
Course Credits	8
Course Duration	Three days
Cost of Course	R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

The course allows delegates to have the knowledge and understand that within a Quality Management System, they need to be capacitated in the knowledge and skills required to be proactive and to improve the Quality Management System.

This highly interactive and practical course is designed to provide delegates with a sound knowledge of all elements involved in Quality Management System practice or profession to:

- Explain the application of legislation and law.
- Provide a broad overview of how the law works in the country.
- Demonstrate an understanding of legislation applicable to the quality management systems environment.
- Demonstrate an understanding of the relationship between legislation and Quality Management System standards and conventions.

Quality Management System

Who Should Attend?	It is intended to provide learners with the necessary knowledge related to improving the effectiveness and efficiency of the Quality Management System.
Course Objectives	The fundamental objective of the course is to capacitate delegates with the knowledge and skills required to be proactive and to improve the Quality Management System in an organisation by solving problems and dealing with challenges.
Benefits	Benefits of this course include: - Identify opportunities for process improvement. - Propose solutions to problems and improvement opportunities. - Plan, implement solutions and monitor the effectiveness of results. Some of the benefits to your customers: - Improved knowledge and understanding of processes - Plan and implementation - Propose effective improvement solutions

Course Content

Course Modules	Course modules consist of: - Techniques to identify current and potential problems are identified so that the most appropriate one is chosen to address the problem or the opportunity for improvement. - The cost of quality is determined through consultation and the use of models. - Alternative solutions to identified opportunities are developed to ensure criteria compliance. - Acceptance criteria are applied, and the most appropriate alternative is selected. - A proposal regarding the identified opportunities is prepared for approval by the higher authority. - Appropriate team members are selected to analyse the problem to improve process efficiency and effectiveness. - Appropriate tools and techniques are applied to determine the root cause/s of the problem.
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	8. An implementation plan is developed based on the chosen solution. 9. The plan is implemented at the process level to achieve planned results. 10. Results are evaluated and verified against defined objectives. 11. The new methodology is reviewed and/or standardised to ensure effectiveness and efficiency. 12. Lessons learned are recorded for replication and sharing throughout the organisation.
Certification and Assessments	All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWiSE (or SETA for qualifications) will be issued.

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.