

QMS Masterclass

Enhancing global competitiveness through strategy alignment, effective change management and qualitative processes and outputs.

"Quality in a product or service is not what the supplier puts in. It is what the customer gets out and is willing to pay for. A product is not quality because it is hard to make and costs a lot of money, as manufacturers typically believe. This is incompetence. Customers pay only for what is of use to them and gives them value. Nothing else constitutes quality." Peter F. Drucker

Current economic volatility requires an acute understanding of the processes that deliver customer satisfaction. Applying innovation to these new economic opportunities can transform them into unique capabilities that realise global sustainable competitive advantage for any organisation. This event introduces the QMS specialist to the importance of Quality Management Systems and suggests pathways to become an active participant in the quest for global standards in economic competitiveness and enterprise efficiency.

The modern-day QMS specialist needs to be proactive in finding various opportunities for the modern organisation to counteract intense competition. This event endeavours to create an awareness of alternatives that replace regular business methodologies and offer solutions to modern day organisations. During this event, participants are encouraged to think creatively and to practically apply divergent approaches to the subject matter during individual and team exchanges, in order to establish an application strategy that will benefit the organisation.

Benefits of attending this exciting interactive workshop include:

- Identifying best practices and opportunities for continual improvement
- Analysing improvement measures after successfully implementing QMS
- Promoting effective communication of the QMS within the whole organisation
- Improving operational efficiency with well defined quality management principles
- Integrating QMS with other management tools within your organisation
- Aligning QMS with Change Management Plan and Communications Plan
- Managing processes to ensure organisational business objectives are met
- Increasing customer confidence thus securing their product or service loyalty
- Ensuring ongoing compliance to the ISO 9001
- Enhancing competitiveness with world class tools and strategies

Proposed Programme (Subject to Change)

Session One

Improving communication of the QMS throughout the organisation to meet and exceed its success requirements

- Devising methods for effective two-way communication between various internal and external stakeholders
- Using effective tools to encourage constructive feedback on the QMS from all levels of work within the organisation
- Use effective methodologies to collect and communicate customer requirements to the right departments

Session Two

Engaging top management and attaining their support in the implementation of QMS

- Assisting management in understanding their responsibility for the QMS in line with Element 5 (and others) in ISO 9001:2008
- Ensuring that top management fully supports the project prior to implementation
- Involving management and other subject matter experts on deciding which procedures should be adopted to implement an effective QMS
- Employing a set of measures to gauge the impact of the QMS on the organisation's bottom line

Session Three

Addressing change management and staff attitude with respect to QMS implementation

- Understanding self and the role of the QMS specialist
- Understanding motivation and its use in successful change management endeavours
- Using change management principles to guide the implementation of the newly adopted QMS
- Amending old procedures to new direction from power to delegation and empowerment of appointed QMS officials
- Encouraging team work and commitment throughout the organisation to encourage the transition to the new procedures

Practical Exercise: Emotional Intelligence

Session Four

Identifying and addressing challenges faced in QMS implementation in your organisation

- Securing managerial support during implementation stages
- Addressing the lack of information and financial resources
- Learning and development of work instructions for the QMS systems
- Reinforcing QMS competence and organisational resources
- Supporting QMS audit group activities
- Overcoming staff resistance to QMS implementation and change process

Session Five

Addressing the principles and best practice of quality management for global competitiveness

- Implementing QMS in line with defined strategic objectives for ultimate performance
- Promoting quality cultures within your organisation for ownership and responsibility
- Ensuring that the quality management procedures are clear and transparent to all stakeholders and staff
- Incorporating the correct measures to protect the integrity of the overall quality management process
- Reviewing quality management procedures and effectiveness for continuous improvement

Practical Exercise: Exploring various leadership and organisational tools and their application to topics covered.

Session Six

Implementing effective planning and control instruments to maximise on company goals

- Advancing planning and control activities for better services and product output
- Ensuring effective capacity planning to maximise available resources
- Incorporating your quality objectives into the business value chain
- Initiating project planning and control mechanisms for operational excellence

Session seven

Improving operational efficiency with well defined quality management strategies for continuous improvement

- Exploring proven methodologies for continuous improvement
- Exploring the Importance-Performance Matrix as an effective methodology for understanding customer needs and enhanced customer satisfaction
- Assessing the use of Measurement Systems Analysis (MSA) to ensure accuracy and reliability
- Maximising the strategic importance of Failure Modes and Effects Analysis (FMEA) and exploiting the benefits of this tool for enhanced operations
- Limiting failure occurrences for improved company image and competitiveness
- Considering lean operations and its effects on your continual improvement objectives
- Exploring Just-In-Time (JIT) techniques for improved operational effectiveness

Session Eight

Utilising QMS to improve inter-departmental performance to give your organisation a competitive edge

- Achieving process improvement within individual process areas through capability levels
- Using the balanced scorecard to evaluate Key Performance Indicators (KPIs)

Practical Exercise: Aligning the Balanced Scorecard and your organisation's QMS

Session Nine

Gaining a better understanding of the internal audit processes with a primary focus on planning, execution and follow up as key factors to perform effective audits

- Defining your audit objectives, roles and responsibilities
- Planning and preparing the audit process and teams
- Conducting and reporting the audit
- Following up and correcting any actions to ensuring ongoing compliance to ISO 9001:2008

Session Ten

Integrating QMS to other existing management systems such as EMS and ISMS within the organisation

- Linking the QMS to the organisation's quest for competitive advantage
- Identifying and managing the interrelated processes as an integrated system to enhance your organisation's effectiveness
- Analysing the relationships between the way one value activity is performed and its effect on the cost or performance of another

Session Eleven

Tracking, understanding and improving customer response support as a critical part of keeping the company brand attractive

- Understanding the principles of customer focus and continual improvement in the context of ISO 9001:2008
- Learning the tools and techniques to monitor and measure customer satisfaction
- Ensuring corrective action and customer feedback for enhanced relationships
- Utilising effective tools and techniques to ensure continued customer satisfaction

Practical Exercise: Linking Strategy and QMS for enhanced competitive advantage

Why you cannot miss this event:

A good Quality Management System (QMS) consists of standards and guidelines relating to everyday business practices including but not limited to policies, procedures, manuals and work instructions. A successful QMS is where the organisation has full control of all the components of the system and has been fully and successfully communicated to all employees. Successful implementation of a QMS provides your business with the principles for improving performance and achieving results, giving your organisation a unique and robust competitive edge.

This QMS Masterclass workshop presents a vital opportunity for professionals involved in quality management to learn decisive and effective quality control approaches with a focus on successful change strategies. Participants will have a hands-on learning experience from an international course leader with a broad perspective on the use of talent management and knowledge retention in business. Participants are encouraged to practice how to effectively plan and manage the implementation and continuation of a vigorous Quality Management System by securing top management support. Participants also explore lucrative techniques with which to manage the QMS in your organisation within the change management process whilst ensuring effective communication across the entire organisation.

Presented by:

Anita Arendsen

Business Strategist, Consultant and Co Founder.

Edacom, South Africa

Edacom is a management consulting company offering superior end-to-end strategic and organisational development solutions. The success of Edacom is due to the skills and capabilities of its professional resources, coupled with extensive experience in the fields of Human Resources, Strategy Alignment, Change Management and Enterprise Development expertise. Our strategy is to serve the unique needs of:

- Organisations – through the facilitation of quality management systems, strategy alignment and change management, which encompasses leadership and skills development training;

- Individuals – through career planning, coaching, mentoring and individualised skills development solutions.

About your facilitator:

Anita Arendsen is co-founder of Edacom CC, which has been operating since 2004. As COO, Anita brings a wealth of management experience gained over 29 years in a number of fields including management, customer service, operations, risk, health and safety, human resources, marketing, financial, supply chain, sales, customer relationship management and contact centre. Anita’s dynamic enthusiasm toward assisting both customers and staff, strong interpersonal skills and drive for high achievement is uniquely coupled with an exceptional ability to analyse business needs and build rapport with value chain management on all levels.

Anita’s qualifications include a MBA, Lead Auditor: QMS ISO 9001:2008, a National Diploma in Treasury Management & Trade Finance and a National Diploma in Financial Services: Credit, The Expert Negotiator, Financial Management, Project Management, International Banking and Product Management. In addition to these achievements, Anita is an accredited facilitator on a number of NQF levels registered with SAQA. The materials which Anita researched developed and designed for her workshops and strategy interventions have been accredited with The South African Board for People Practice (SABPP) ETQA.

Anita is currently furthering her studies with a PHD in Organisational Behaviour which she is studying through the University of Pretoria. Anita intends to be best positioned to provide, stimulate, and leverage the agility that businesses will need to accommodate the accelerating changes that will typify business sustainability and survival into the future.

Accreditation

This programme is accredited with the South African Board for People Practices (SABPP) ETQA on NQF level 5. On completion of the programme and portfolio of evidence, participants will receive a certificate of competence, bearing 32 credits.