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COURSE BROCHURE

Advanced Professional Quality Management Training Course

31 October – 11 November 2027
Amman

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Registered in the United Kingdom and Saudi Arabia

Advanced Professional Quality Management Training Course

Ref: 460_16661 **Date:** 31 October – 11 November 2027 **Location:** Amman **Fees:** 5500 GBP

Professional Quality Management is an advanced 2-week training course for quality managers, quality engineers and operations leaders who are accountable for how a quality management system performs, and who leave with an Organisational Quality Plan of objectives, measures and an improvement cycle. Customers, certifiers and supply partners now expect quality evidence rather than quality claims. Jupiter Prime Training runs this course for professionals ready to own quality at system level.

Why Professional Quality Management Matters Now

Three pressures reshape quality leadership: customers who switch suppliers after a single escaped defect, supply chains that spread quality risk across many tiers, and certification audits that probe whether a system drives decisions or merely produces records. An organisation that manages quality professionally lowers failure costs and earns trust in tenders, while one that treats its system as paperwork pays twice, in rework and in lost contracts. The course rests on the ISO 9001 quality management system QMS requirements, the Plan-Do-Check-Act PDCA cycle and the prevention-appraisal-failure model of cost of quality.

Who Gains Most from Professional Quality Management

- Managers responsible for designing, maintaining and reporting on the quality management system
- Engineers who set quality objectives, control characteristics and corrective action for products or services
- Operations leaders who own process performance and must integrate quality into daily routines
- Internal auditors who plan and conduct system audits and report findings to leadership
- Supplier quality specialists accountable for incoming quality and partner performance

A quality function and its operations counterparts from the same site gain most, because they can align objectives, audit findings and supplier issues into one shared quality plan.

Professional Quality Management Capabilities

Participants learn to run a quality system as a decision tool, linking customer requirements, risk and cost to the actions leaders sponsor.

- Design a QMS structure from organisational context and interested-party needs — top management setting scope
- Calculate the cost of poor quality using prevention, appraisal and failure categories — finance and operations prioritising investment
- Apply risk-based thinking to processes and products — process owners choosing controls
- Build an internal audit schedule driven by process risk and past findings — audit committees allocating effort
- Assess supplier quality performance through scorecards and audits — procurement deciding on approval
- Specify management review inputs and outputs that lead to resource decisions — executives approving improvement

Key Professional Quality Management Terms

- Quality management system QMS — the set of policies, processes and resources an organisation uses to meet customer and applicable requirements consistently.
- Process approach — managing activities as interrelated processes with defined inputs, outputs, owners and measures rather than as isolated departments.
- Risk-based thinking — considering what could go wrong or create opportunity in each process and planning actions in proportion.
- Cost of quality — the total of prevention, appraisal, internal failure and external failure costs linked to achieving or missing quality.
- Nonconformity — a failure to meet a specified requirement, recorded so that its cause can be found and corrected.
- Management review — a scheduled evaluation by top management of QMS performance, leading to decisions on resources and improvement.

Professional Quality Management Day by Day

Day 1: Quality in the Strategic Context

- Quality Gurus and Their Principles — Framing a Shared Quality Philosophy
- Organisational Context Analysis — Identifying Internal and External Quality Issues
- Interested Party Requirements — Prioritising Customer and Partner Expectations
- Quality Policy Statements — Aligning Quality Intent With Business Strategy
- QMS Scope Definition — Deciding Which Sites and Products Are Covered

Day 2: Designing the Quality Management System

- ISO 9001 Clause Structure — Mapping Requirements to Organisational Processes
- Process Interaction Maps — Showing How Core and Support Processes Connect
- Documented Information Hierarchy — Choosing What to Write and What to Retain
- Roles, Responsibilities and Authorities — Assigning Ownership of Quality Outcomes
- Integration With Other Management Systems — Avoiding Duplicate Controls

Day 3: Risk-Based Thinking in Practice

- Process Risk Registers — Ranking Threats to Product and Service Conformity
- Failure Mode and Effects Analysis — Prioritising Design and Process Controls
- Opportunity Assessment — Turning Quality Risks Into Improvement Openings
- Control Plans — Linking Critical Characteristics to Inspection Methods
- Change Management for Quality — Preventing Unplanned Effects of Changes

Day 4: Quality Objectives and Measures

- SMART Quality Objectives — Cascading Targets From Policy to Processes
- Quality Key Performance Indicators — Selecting Leading and Lagging Measures
- Customer Satisfaction Measurement — Interpreting Complaints and Survey Feedback
- Statistical Process Control Charts — Separating Common and Special Causes
- Quality Dashboards — Presenting Trends That Prompt Leadership Action

Day 5: The Economics of Quality

- Prevention-Appraisal-Failure Model — Classifying Every Quality-Related Cost
- Cost of Poor Quality Estimation — Building the Case for Prevention Spending
- Pareto Analysis of Failure Costs — Targeting the Few Costly Defect Types
- Quality Investment Appraisal — Comparing Payback of Competing Initiatives
- Reporting Quality Costs to Finance — Securing Budget for Improvement

Day 6: Controlling Nonconformity

- Nonconforming Output Control — Deciding Rework, Concession or Scrap
- Root Cause Analysis With Five Whys and Fishbone — Finding True Causes
- Corrective Action Requests — Verifying That Actions Remove Causes
- Customer Complaint Handling — Restoring Confidence After Escaped Defects
- Lessons Learned Registers — Spreading Fixes Across Similar Processes

Day 7: Internal Audit of the QMS

- Risk-Based Audit Calendars — Scheduling Audits Where Exposure Is Highest
- Audit Checklists and Sampling — Gathering Objective Evidence Efficiently
- Process Audit Interviews — Testing Practice Against Documented Intent
- Audit Finding Grading — Distinguishing Nonconformities From Observations
- Audit Reports for Leadership — Converting Findings Into Decisions

Day 8: Supplier and Partner Quality

- Supplier Approval Criteria — Deciding Which Partners Enter the Approved List
- Supplier Scorecards — Tracking Delivery, Defect and Responsiveness Measures
- Second-Party Supplier Audits — Verifying Partner Process Capability
- Incoming Inspection Strategies — Balancing Inspection Cost Against Supply Risk
- Supplier Development Plans — Raising Capability of Strategic Partners

Day 9: Management Review and Improvement

- Management Review Inputs — Assembling Evidence on System Performance
- Management Review Outputs — Recording Resource and Improvement Decisions
- PDCA Improvement Cycles — Structuring Improvement Projects for Results
- Quality Culture Assessment — Gauging Engagement Across Functions
- Certification Audit Readiness — Preparing Evidence for External Assessors

Day 10: Practising the Organisational Quality Plan

- Applying Context and Risk Findings — Setting the Plan's Quality Priorities
- Applying Objectives and Indicators — Defining Measurable Targets per Process
- Applying Cost of Quality Results — Ranking Improvement Projects by Impact
- Applying Audit and Supplier Insights — Scheduling Assurance Activities
- Organisational Quality Plan — Combining Objectives, Measures and Improvement Cycle

Applying Professional Quality Management After the Course

- Run a cost of quality exercise for one product line or service, classifying a quarter's costs into prevention, appraisal and failure, and present the results to finance.
- Redesign the internal audit schedule around process risk and recent nonconformities, and agree it with process owners and top management.

Professional Quality Management Questions FAQ

What is professional quality management and why does it matter now?

Professional quality management is the discipline of running a quality management system as a business tool that links customer requirements, risk, cost and improvement. It matters now because customers and certifiers expect evidence that quality drives decisions, not just records.

Which roles gain most from professional quality management?

Quality managers, quality engineers and operations leaders gain most from professional quality management. Internal auditors and supplier quality specialists also benefit when they need to connect their findings with management review and resource decisions.

How does professional quality management differ from an ISO 9001 internal auditor course?

Professional quality management covers the whole system rather than only auditing it. You work on system design, risk, objectives, cost of quality, supplier quality and management review, whereas an internal auditor course concentrates on planning and conducting audits.

What do you bring back from professional quality management training?

You bring back an Organisational Quality Plan that sets quality priorities, measurable objectives, assurance activities and a PDCA improvement cycle. It gives leadership a clear basis for resourcing quality in the coming year.

Professional Quality Management: The Way Forward

The Organisational Quality Plan first informs which improvement projects management review funds and which processes receive closer audit attention. Quality managers, operations leaders and supplier specialists use it to coordinate daily controls. After the first review cycle, revisit the cost of quality figures, because shifts from failure towards prevention spending show whether the plan is changing results in hospitals, construction sites and factories alike.