

# informattech



QUALITY AND PRODUCTIVITY | QP-001

# Principles of Quality Management

## UK

+44 33 000 111 90  
info@informattech.co.uk  
<https://informattech.uk>  
63-66 Hatton Garden Hatton Garden  
EC1N 8LE, London

## NL

+31 85 74 444 46  
info@informattech.nl  
<https://informattech.nl>  
Waarderweg 50 - 2031PB  
Haarlem - Netherlands

Tel : +44 (33) 000 111 90

Our mailing address is:  
63-66 Hatton Garden, EC1N 8LE, London

# informattech



# Course content

## Why Attend

Organizations that consistently deliver value to their customers understand that quality is not an act but rather a system of thinking and working. This course introduces participants to the core principles and practical tools of quality management, helping to embed a culture of excellence across operations. Participants will explore how quality influences customer satisfaction, process efficiency, and organizational reputation, and how to implement improvements that are both measurable and sustainable.

## Course Methodology

This course combines interactive lectures, group discussions, case studies, and simulation exercises to engage participants in real-life problem-solving scenarios, ensuring a practical understanding and application of quality management tools and concepts.

## Course Objectives

**By the end of the course, participants will be able to:**

- Explain the principles of quality management and their role in improving organizational performance
- Evaluate the effectiveness of quality systems and tools in different operational contexts
- Apply quality improvement techniques to solve problems and enhance customer satisfaction

## Target Audience

This course is suitable for all employees involved in maintaining or improving quality, including operations staff, quality coordinators, process analysts, engineers, as well as managers and internal auditors.

## Target Competencies

- Understanding quality concepts
- Aligning quality with strategy



# Course content

## Target Competencies

- Monitoring and improving processes
- Evaluating quality systems
- Applying quality tools
- Promoting a culture of continuous improvement

## Course outline

- Quality: Historical and modern perspectives
- Key principles of quality management
- The cost of poor quality
- Quality and customer satisfaction
- Organizational benefits of quality systems
- Overview of quality management systems
- ISO 9001: Structure and core elements
- Process approach and risk-based thinking
- Internal auditing and corrective actions
- Measuring process performance
- Identifying and solving quality problems
- Root Cause Analysis (RCA)
- Introduction to quality tools
- Continuous improvement
- Sustaining quality through employee engagement

# Seminar dates

## Available seminar dates

Live dates and pricing for Principles of Quality Management generated from the course details page.

| Date                   | Location                | Format    | Fee      |
|------------------------|-------------------------|-----------|----------|
| 5 - 9 October 2026     | Amsterdam - Netherlands | Classroom | €3,400.- |
| 12 - 16 October 2026   | London - U.K            | Classroom | €3,400.- |
| 9 - 13 November 2026   | Barcelona - Spain       | Classroom | €3,400.- |
| 16 - 20 November 2026  | Kuala lumpur - Malaysia | Classroom | €1,800.- |
| 7 - 11 December 2026   | Istanbul - Turkey       | Classroom | €2,280.- |
| 14 - 18 December 2026  | Barcelona - Spain       | Classroom | €3,880.- |
| 21 - 25 December 2026  | Vienna - Austria        | Classroom | €3,360.- |
| 18 - 22 January 2027   | Amsterdam - Netherlands | Classroom | €3,400.- |
| 15 - 19 February 2027  | Istanbul - Turkey       | Classroom | €2,280.- |
| 15 - 19 March 2027     | Paris - France          | Classroom | €3,600.- |
| 19 - 23 April 2027     | Barcelona - Spain       | Classroom | €3,080.- |
| 17 - 21 May 2027       | Munich - Germany        | Classroom | €3,400.- |
| 21 - 25 June 2027      | Kuala lumpur - Malaysia | Classroom | €1,800.- |
| 19 - 23 July 2027      | Amsterdam - Netherlands | Classroom | €3,400.- |
| 16 - 20 August 2027    | Geneva - Switzerland    | Classroom | €4,200.- |
| 20 - 24 September 2027 | Paris - France          | Classroom | €3,600.- |
| 18 - 22 October 2027   | Istanbul - Turkey       | Classroom | €2,280.- |



# Seminar dates

## Available seminar dates

Live dates and pricing for Principles of Quality Management generated from the course details page.

| Date                  | Location                | Format                                    | Fee      |
|-----------------------|-------------------------|-------------------------------------------|----------|
| 15 - 19 November 2027 | Amsterdam - Netherlands | Classroom                                 | €3,400.- |
| 20 - 24 December 2027 | London - U.K            | Classroom                                 | €3,360.- |
| Live online option    |                         | Online delivery is available at €1,850.-. |          |