

Course Outline

Best Practice in Quality Management

2 DAYS

This course is accredited by the Services Seta and the material covers unit standard 252024 at an NQF level 5: with 4 credits.

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.



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Course Objectives

Welcome to the exciting world of Best Practice in Quality Management

In today's competitive and rapidly evolving business environment, organisations are under increasing pressure to deliver products and services that consistently meet or exceed customer expectations.

Quality is no longer viewed as a separate function, but as a strategic imperative that drives performance, efficiency, and customer satisfaction.

This course on Best Practice in Quality Management is designed to equip learners with the knowledge, skills, and practical tools needed to implement and sustain effective quality management systems within their organisations.

Quality management involves a systematic approach to ensuring that processes are efficient, outputs are reliable, and continuous improvement is embedded in everyday operations.

Drawing on internationally recognised frameworks such as ISO standards, Total Quality Management (TQM), and continuous improvement methodologies, this course provides a comprehensive foundation in both

the principles and application of quality management.

Emphasis will be placed on aligning quality objectives with organisational goals, managing risks, enhancing process performance, and fostering a culture of quality across all levels of the organisation. Practical examples and case studies will be used to contextualise learning and demonstrate how best practices can be applied.

By the end of the course, participants will be able to contribute meaningfully to the design, implementation, and monitoring of quality management systems, ensuring compliance with regulatory and industry standards while driving organisational excellence.

Ultimately, this learning journey supports the development of competent professionals who can promote sustainable quality practices, improve operational outcomes, and enhance customer satisfaction in a dynamic workplace environment.



Course Outcomes

Upon completing this course, the participants should be able to:

- Explain the concept of best practice in terms of the practices in the workplace.
- Ensure that the best practices identified define world class practices for a specific context.
- Compare current practices in a unit with best practice.
- Evaluate current product/service reliability in terms of internal and external customer expectations.
- Identify the best opportunity/s for maximum gain for a business unit.
- Describe the performance outcomes to be achieved by replacing the current practice with best practices.
- Describe the best practices to be introduced with motivations for the introduction.
- Ensure that the recommendations that are described are appropriate for the current practices analysed.
- Communicate the recommendations to stakeholders in order to obtain feedback.
- Identify the resources needed to implement best practices.
- Ensure that the plan identifies tasks, responsibilities, time scales and performance measures.
- Draw up a contingency plan.
- Describe how implementation will be monitored and evaluated.



Course Outline

Module 1

- Self-Awareness and mindfulness

Module 2: Quality Management

- Understanding the history of Quality Management
- Defining quality management
- Ten Dimensions of Service Quality
- ISO 9000 AND CUSTOMER SERVICE
- Creating Value in the Workplace

Module 3: Applying the concept of Best Practice

- Identify best practices that are relevant to a unit
- Keep track of your goals: why plan ahead
- Codes of Good practice issued by the minister
- What is best practice
- General principles of Best Practice
- Characteristics of a World Class Organisation



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Module 4: Analyse Current Practices in a Unit

- Benchmarking steps to improve the performance of your organisation
- Compare Current Practices in a unit with Best Practice
- Techniques for analysing policies and procedures against best practice
- Identify Best Practice guidelines: six steps
- Analyse Current Operating Practices
- Measure Customer Focus
- Key Performance Indicators
- Measure Quality
- Identify Best opportunities for Maximum gain for a unit
- Do an Impact Analysis: McKinsey 7-S Approach

Module 5: Describe the best practices to be adopted for a unit

- Describe Performance Outcomes to be achieved: compare current state with the ideal state
- Describe current practices to be retained
- Describe the best practices to be Introduced



Module 6: Formulate recommendations for implementing best practices

- Describe the recommendations
- Present the recommendations
- Communicate the recommendations to stakeholders

Module 7: Draw up a plan for Implementing best Practices

- Describe the change processes required to support implementation
- Identify the resources required
- Create a Plan
- Get input from stakeholders
- Plan with reasonable Contingencies
- Manage risks: Accept, transfer, reduce or eliminate
- Monitor, Record and Evaluate the Implementation
- Act on issues from Feedback

