

*Training Programs & Workshops
In-house Customized to Customer Needs*

Scope.	No.	Title of Program	Objective/ Details/ Benefit	Duration
Quality & Excellence	1	Quality & Excellence for Leadership	<ul style="list-style-type: none"> • Create a culture of quality and excellence • Role of leadership in creating a customer centric, continually improving & sustainable organization • Concepts & principles of Excellence • Teachings of Quality Gurus Dr. Deming, Dr. Juran, Dr. Phil Crosby • Strategies for Quality & Excellence 	2 days
	2	Quality & Excellence Fundamentals	<ul style="list-style-type: none"> • Fundamentals of Quality & Excellence. • To build people competencies in concepts of Quality, Quality Control, Quality Assurance, TQM & Business Excellence. • To build foundation for creating a quality organization. 	2 days
	3	Certified Quality Mgr. & Orgzn. Excellence	<ul style="list-style-type: none"> • Concepts of Quality and Organizational Excellence. • Mapped to EFQM model. • Enhance knowledge, skills and performance in Quality & excellence. • Can be customized as per ASQ Body of Knowledge 	5 to 7 days

Scope	No	Title of Program	Objective/ Details/ Benefit	Duration
Business Excellence	1	Business Excellence Concepts & Framework	<ul style="list-style-type: none"> To adopt principles of excellence by developing and implementing systems as per EFQM framework and to satisfy all stakeholders. Create a culture of excellence in all aspects of business performance. To participate in prestigious excellence awards such as Dubai Quality Award (EFQM Model), SKEA, MRM etc. 	2 days
	2	Developing Excellence Award Submission Document	<ul style="list-style-type: none"> To develop a winning Submission Document in an efficient & effective manner and which meets the requirements of Award office. 	1 day
	3	Site Visit Preparation for Excellence Award	<ul style="list-style-type: none"> To prepare an organization for a successful site visit by Award Assessors. 	1 day
	4	Responding to Assessors for Excellence Awards.	<ul style="list-style-type: none"> To prepare Staff for a meeting the Award Assessors & respond in professional, effective & suitable manner 	Half Day
	5	Society, Corporate Social Responsibility (CSR) & Society Results	<ul style="list-style-type: none"> Understanding the “Sustainable Future” concept Society as a key stakeholder Understanding What is “Society” for different types of organizations What is CSR A social responsibility strategy Core principles of Society – Ethical working, Compliance, Giving Back.... CSR policy examples Ecological Sustainability Society and its relationship with other sub criteria Examples of Society related initiatives by other organizations world Measures of perception & indicators for Society meeting requirements of DQA (EFQM Model) 	1 day
	6	EFQM framework module on Measurements & Results	<ul style="list-style-type: none"> Principles of good measurement Types of measurement – Input, Process (activity), Output, Outcome Integrity of data – what does it mean What is segmentation Why the need for segmentation Types of segmentations – for different stakeholders Measurements examples – perception & KPIs - Segmentation Use of segmentation/ Segmentation as inputs into strategy etc. Leading & lagging indicators 	1 day

		<ul style="list-style-type: none"> Integrating measurements into Balanced Scorecard framework 	
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Quality & Process Improvement	1	Quality Improvement Strategies	<ul style="list-style-type: none"> To better understand the application of various improvement strategies, techniques and tools to enhance their business performance and create a culture of continual improvement. 	1 day
	2	Lean/ Kaizen	<ul style="list-style-type: none"> Continual Improvement strategies. To identify and reduce/ eliminate various types of visible and hidden waste and non-value adding activities. Lean operations with saving of cost, time and improved services. Create a culture of continual improvement. 	2 days
	3	Six Sigma Green Belt	<ul style="list-style-type: none"> To learn Six Sigma concepts, principles, strategy and DMAIC methodology for radically improving business performance and cost saving. 	5 days
	4	Benchmarking & Best Practices	<ul style="list-style-type: none"> Concepts of benchmarking, best practices & process management. Benchmarking process and Workshops. Benchmark code of conduct. Challenges of adopting Best Practices Resources for Benchmarking. 	1 day
Scope	No	Title of Program	Objective/ Details/ Benefit	Duration
Management Systems (ISO)	1	Quality Management System Standards (ISO:9001)	<ul style="list-style-type: none"> Understanding, implementing, maintaining ISO: 9001 Standards & continually improving Quality management systems (ISO:9001) 	2 days
	2	Environment Management System Standards (ISO:14001)	<ul style="list-style-type: none"> Understanding, implementing, maintaining ISO: 14001 Standards & continually improving Environment management systems (ISO:14001) 	2 days
	3	Health & Safety Management System Standards (ISO:45001)	<ul style="list-style-type: none"> Understanding, implementing, maintaining ISO 45001 Standards & continually improving OHS management systems. 	2 days

	4	Complaints Management System Standards (ISO:10002)	<ul style="list-style-type: none"> Understanding, implementing, maintaining ISO : 10002 Standards & continually improving Complaints management systems (ISO:10002) 	2 days
	5	Social Accountability (SA 8000)	<ul style="list-style-type: none"> Understanding, implementing, maintaining SA: 8000 Standards & continually improving management systems (SA:8000) 	2 days

Scope.	No.	Title of Program	Objective/ Details/ Benefit	Duration
Management Systems (ISO)	6	Corporate Social Responsibility ISO 26000	<ul style="list-style-type: none"> Understanding, implementing, maintaining ISO: 26000 Standards & continually improving CSR management systems (ISO:26000) 	1 day
	7	ISO 22000 Food Safety Standards	<ul style="list-style-type: none"> Understanding, implementing, maintaining ISO: 22000 Standards & continually improving Food Safety management systems (ISO:22000) 	1 day
	8	ISO 31000 – Risk Management standards	<ul style="list-style-type: none"> Understanding, implementing, maintaining ISO: 31000 Standards & continually improving Risk management systems (ISO:31000) 	2 days
	9	Internal Auditing	<ul style="list-style-type: none"> Understand the concepts, strategy & methodology of auditing management systems Understand responsibilities of Auditors, Auditees, Top Management, Types of audit etc. Plan and conduct effective internal audits to form an objective judgment Verify corrective actions Evaluate effectiveness of a management system Manage an overall audit program Can be customized to ASQ certified Quality Auditor body of knowledge. 	2 to 3 days

Scope.	No.	Title of Program	Objective/ Details/ Benefit	Duration
Process Management	1	Business Process Management	<ul style="list-style-type: none"> To identify, analyze, improve and map Core, Support, Outsourced business processes and their sequencing and interrelationships. Establish Process Management architecture Establish process measurements and SLAs for continual improvement. Improved understanding of job, process flow, simpler faster, efficient processes delivering improved quality of consistent outputs to internal and external customers. Better control and management of business processes. 	2 days
	2	QC Tools - Seven Basic Tools of Quality	<ul style="list-style-type: none"> The Seven Basic Tools of Quality are most commonly used tools to solve quality problems. These are effective and user friendly tools. 	2 days
Scope.	No.	Title of Program	Objective/ Details/ Benefit	Duration
Customer Experience	1	Customer Journey Mapping	<ul style="list-style-type: none"> To Map end to end customer journeys for all services. And use it to align policies, processes, measurements, communication to customer patient surveys etc. Help create customer centric organization. 	1 to 2 days
	2	Customer Experience	<ul style="list-style-type: none"> Customer Experience Strategic Customer Service Customer journeys Service Excellence framework Customer complaints mgt. systems (ISO:10002) Service standards Customer Surveys Mystery Shopping 	2 to 4 days
Other	1	United Nations Sustainable Development Goals 2030	<ul style="list-style-type: none"> Orientation on UNSDGs Development/ Alignment of CSR strategy with SDGs Develop action plans & KPIs etc. 	2 days
	2	Staff Suggestion Scheme	<ul style="list-style-type: none"> To develop a staff suggestion and innovation scheme To encourage and involve staff in the improvement & innovation To build a foundation for gathering ideas for improvement & innovation 	2 days

	3	Staff Recognition	<ul style="list-style-type: none">• To develop staff recognition scheme – formal and “informal”/ fun program.• To recognize staff for their performance & accomplishments• To create a culture of performance management.	2 days
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