

CLEAR



QUALITY

# QUALITY MANAGEMENT & INTERNAL AUDITING

## Course Overview

Our training programme is designed to significantly enhance your team's understanding and implementation of global quality standards. Learning to establish and maintain a robust Quality Management System (QMS) will boost your operational efficiency and customer satisfaction. The programme covers essential concepts such as Risk-Based Thinking and the PDCA cycle, enabling your staff to identify areas for improvement and implement continuous quality enhancements. This foundational knowledge is vital for maintaining high standards and achieving consistent quality in all business operations.

Additionally, the training equips your team with practical skills in internal auditing and strategic analysis tools like SWOT and STEEPLE. These skills are essential for conducting effective process audits and making informed strategic decisions that align with your business objectives. Delivered in-person or remote, via Microsoft Teams by experienced tutors, the programme ensures personalised attention and a collaborative learning environment. This approach not only cements learning but also ensures that your team can directly apply their new skills to real-world scenarios, leading to improved business practices and enhanced compliance with quality standards.



### Duration

2 Day



### Price

£500



### Accreditation

Clear Quality

## What Will I Learn?

- ✓ Basics of ISO 9001:2015 standards.
- ✓ Implementation of a Quality Management System (QMS).
- ✓ Risk-Based Thinking and how to conduct SWOT and STEEPLE analyses.
- ✓ Detailed insights into KPIs, PDCA cycle, and Internal Auditing.

## What Skills Will I Gain?

- ✓ Proficiency in quality management and internal auditing.
- ✓ Capability to perform effective process audits and recognise different types of process audits.
- ✓ Skills to apply quality management principles strategically within your business.

All of our short courses can be delivered in a classroom environment or via Microsoft teams. To discuss your training needs further please contact us here at: [training@clearquality.co.uk](mailto:training@clearquality.co.uk)