


# LEARNING OUTCOMES



## What is a QMS

 Week 1

 6 hrs

- Know the purpose of a quality management system
- Understand the 8 principles of quality management
- Know the main clauses of the ISO9001 standards
- Understand risk-based thinking
- Be able to complete a SWOT Analysis
- Understand Organisation Structures



## What are core processes

 Week 2


 6 hrs

- Understand the differences between core and Support processes
- Be able to identify your organisations core processes and identify the supporting processes
- Understand why detail is required within core processes
- Be able to create core process turtle diagrams
- Be able to identify SMART KPI's



## Responding to change

 Week 3

 6 hrs

- What is change management
- How to implement change
- Roles and responsibilities within change
- Communication and change
- Innovation and creativity in change
- Methods for managing change
- Risks in change



## Internal Auditing

 Week 4


 6 hrs

- Understand the requirements of being an internal auditor
- Know how to carry out an internal audit
- Be able to recognise the different types of audits
- Know the requirements for continuing professional development



## Problem Solving

 Week 5

 6 hrs

- Be able to identify a solution to a business problem
- Be able to develop a problem-solving plan
- Be able to solve a business problem
- Evaluate success of a problem-solving plan



## Innovation

 Week 6

 6 hrs


- What is innovation and what happens in reality, for most organisations
- Why is it more important than ever for a business to innovate
- Creativity for innovation
- Commonly recognised innovation models used by business
- Where good ideas come from, a history of innovation
- An alternative view of innovation
- Creating an environment for innovation

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## Project Management

 Week 7

 6 hrs

- What is a project
- Understanding the varying moving parts of a project
- Understand how to use different project management tools to control and monitor a project
- Understanding of how to manage risk and issues within projects
- Be able to understand a RACI chart
- Be able to plan a project



## Risk Assessment

 Week 8


 6 hrs

- Understand what a risk assessment is
- Understand the differences between a hazard and a risk
- Understand how to complete a risk assessment with suitable and sufficient information included
- Understand how to implement reasonably practicable control measures
- Understand the principles of manual handling and safe lifting techniques



## GDPR & DP

 Week 9

 6 hrs

- Know the requirements of Data Protection and GDPR
- Understand the boundaries on using data
- Be able to implement measures to ensure the security of the data you hold
- Understand the requirements of a Data Protection Impact Assessment
- Know how to manage a Freedom of Information request
- Know who the information regulators are



## Develop customer relations

 Week 10


 6 hrs

- The importance of developing relationships with customers
- The value of customer loyalty and retention
- Managing customers' expectations
- The use of customer feedback
- Customer Relationship Management systems
- The importance of regular communication in the development of both internal and external customer relationships



## Data Analysis

 Week 11

 6 hrs

- Understand the requirements of an information system
- Know the different types of data
- Understand how to collect data
- Know the requirements of control charts and why we use them
- Understand how to create a data report



## Managing Professional Development

 Week 12

 6 hrs

- To review and look at future career and development plans.