



Fire Safety Management Institute

Course Name: International Diploma in Quality Management System

Course Overview: The International Diploma in Quality Management System provides an in-depth understanding of quality management principles and practices. This program is designed for professionals seeking to enhance their skills in quality assurance, quality control, and total quality management. Participants will explore various quality management frameworks, tools, and techniques, with a focus on implementing effective quality management systems in diverse organizational settings.

Learning Objectives:

By the end of this diploma program, participants will be able to:

1. **Understand Quality Management Principles:** Comprehend the fundamental principles and philosophies of quality management.
2. **Implement Quality Management Systems:** Develop and implement effective quality management systems based on international standards (e.g., ISO 9001).
3. **Utilize Quality Tools and Techniques:** Apply various quality improvement tools and methodologies such as Six Sigma, Lean, and PDCA (Plan-Do-Check-Act).
4. **Conduct Quality Audits:** Plan and conduct internal quality audits, and evaluate compliance with established quality standards.
5. **Analyze and Improve Processes:** Identify areas for improvement and implement corrective actions to enhance organizational performance.
6. **Foster a Quality Culture:** Promote a culture of quality within the organization and engage employees at all levels in quality initiatives.

Qualification Structure: The International Diploma in Quality Control and Management System consists of 10 mandatory units for a combined total of 54 credits hrs, 540 hours of Total Qualification Time (TQT), and 270 Guided Learning Hours (GLH) for the completed qualification.

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Fire Safety Management Institute

Course Outline: Detailed Module Descriptions

Module 1: Introduction to Quality Management

- Definition and Importance of Quality
- Historical Development of Quality Management
- Key Principles of Quality Management

Module 2: Quality Management Systems (QMS)

- Overview of ISO 9001 and Other Standards
- Structure and Components of a QMS
- Documentation and Record Keeping

Module 3: Quality Planning and Objectives

- Setting Quality Objectives
- Developing Quality Management Plans
- Risk Management in Quality Planning

Module 4: Quality Tools and Techniques

- Statistical Process Control (SPC)
- Quality Improvement Tools (Pareto Analysis, Fishbone Diagrams)
- Lean and Six Sigma Methodologies

Module 5: Process Management and Improvement

- Process Mapping and Analysis
- Implementing the PDCA Cycle
- Continuous Improvement Strategies



Fire Safety Management Institute

Module 6: Auditing and Compliance

- Internal and External Audits
- Planning and Conducting Audits
- Addressing Non-Conformities

Module 7: Quality Measurement and Metrics

- Key Performance Indicators (KPIs)
- Data Collection and Analysis Techniques
- Utilizing Quality Data for Decision Making

Module 8: Building a Quality Culture

- Leadership's Role in Promoting Quality
- Engaging Employees in Quality Initiatives
- Strategies for Fostering a Quality Culture

Module 9: Customer Focus and Satisfaction

- Understanding Customer Requirements
- Tools for Measuring Customer Satisfaction
- Implementing a Customer-Centric Approach

Module 10: Case Studies and Practical Applications

- Analyzing Real-World Quality Management Examples
- Group Projects on Quality Improvement
- Best Practices Across Industries



Fire Safety Management Institute

Duration and Delivery: The qualification will be flexible in its delivery to accommodate part-time and distance learning. The International Diploma in Quality Management System program will typically span over 04 to 6 months, including classroom lectures, practical exercises, distance, and online.

Assessment and verification: All units within this qualification are internally assessed by the Fire Safety Management Institute. Learners must have a minimum of 50% marks in each unit to achieve a 'pass' grade for this qualification.