Fundamentals of Quality Management Systems for New Professionals Training Course

15 - 19 Jun 2026

LONDON

5700 € (Per Person)

Ref: #QUA1458_486833

Course Introduction / Overview:

For new professionals, a strong foundation in quality management is essential for a successful and impactful career. This training course is designed to provide aspiring professionals and recent graduates with the foundational frameworks and practical skills to understand and contribute to a Quality Management System (QMS). It goes beyond a simple focus on definitions to explore the strategic principles of quality control, continuous improvement, and customer satisfaction. We will explore the key pillars of QMS, the role of data-driven decision-making, and how to apply core quality tools to real-world business challenges. The curriculum is informed by the foundational work of global academics like Dr. Philip B. Crosby, whose book "Quality Is Free" introduced the concept that focusing on quality not only reduces defects but also lowers costs and increases profitability. His work provides a valuable lens for understanding why commitment to quality a strategic business advantage is. This program provides a clear blueprint for turning a new employee into a valuable contributor who understands the importance of excellence. BIG BEN Training Center is committed to empowering the next generation of professionals.

Target Audience / This training course is suitable for:

- Recent university graduates.
- New professionals in any field.
- Junior analysts and engineers.
- Interns and trainees.
- Aspiring team leaders.
- Administrative assistants.
- Entry-level corporate employees.

Target Sectors and Industries:

- Manufacturing.
- Services.
- Information technology.
- Financial services.
- Retail.
- Healthcare.
- Government agencies and public services.

Target Organizations Departments:

- Operations.
- Quality Assurance.
- Customer Service.
- Human Resources.
- Process Improvement.
- Marketing.
- All entry-level staff departments.

Course Offerings:

By the end of this course, the participants will have able to:

Understand the core principles of a QMS.
Distinguish between quality assurance and quality control.
Apply basic quality tools to identify problems.
Contribute to a culture of quality.
Understand the importance of data-driven decision-making.
Identify opportunities for continuous improvement.
Develop a personal plan to apply quality principles at work.
Communicate the value of quality to a team.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in quality management. The program incorporates detailed case studies of how various companies have used quality principles to grow and succeed, as well as those that have failed due to a lack of focus on quality. We will use interactive workshops and problem-solving exercises to practice critical skills like creating a flowchart, using a Pareto chart, and conducting a brainstorming session. The course includes a hands-on group project where participants will work together to analyze a fictional business process and propose a quality improvement plan. BIG BEN Training Center believes that hands-on training is essential for mastering these new ways of working. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to become valuable members of any organization.

Course Agenda (Course Units):

Unit One: Introduction to Quality Management

- The definition of quality.
- The benefits of a QMS.
- The importance of a culture of quality.
- Understanding customer satisfaction.
- The role of data in decision-making.

Unit Two: Core Quality Tools

- Introduction to a flowchart.
- Using a Pareto chart.
- The cause-and-effect diagram (Fishbone).
- The 5 Whys analysis.
- Simple data analysis and interpretation.

Unit Three: Quality Assurance and Control

- The difference between QA and QC.
- The role of inspections and testing.
- The importance of documentation.
- Basic process control methods.
- The PDCA cycle.

Unit Four: Continuous Improvement

- The philosophy of Kaizen.
- Identifying improvement opportunities.
- The role of teamwork.
- Making and sustaining small changes.
- Communicating the value of change.

Unit Five: Quality in the Workplace

- The role of a new professional.
- Contributing to a quality culture.
- Developing a personal action plan.
- Building a career in quality.
- Becoming a champion of excellence.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can new professionals, who are often focused on learning their specific job functions, develop a holistic mindset that prioritizes quality and continuous improvement from their very first day?

What unique qualities does this course offer compared to other courses?

This training course is a highly specialized program that focuses on the foundational principles of quality management, tailored specifically for new professionals who may have no prior experience in the field. We go beyond a simple focus on tools to provide a holistic framework for understanding why quality is a critical business function. Our curriculum is designed to be accessible and engaging, providing participants with the frameworks to see how quality impacts every aspect of an organization, regardless of their department. The course distinguishes itself by emphasizing not only the technical skills needed to use a Pareto chart but also the strategic and interpersonal skills required to become a valuable contributor who drives excellence. By focusing on both the practical and the mindset-building aspects of quality, this program provides an invaluable skill set that is essential for any professional at the start of their career.