



**aractech**

Global Learning for Operational Leaders

QUALITY AND PRODUCTIVITY | QP-001

# Principles of Quality Management

## Contact

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## Address

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# Course content

## Why Attend

Organizations that consistently deliver value to their customers understand that quality is not an act but rather a system of thinking and working. This course introduces participants to the core principles and practical tools of quality management, helping to embed a culture of excellence across operations. Participants will explore how quality influences customer satisfaction, process efficiency, and organizational reputation, and how to implement improvements that are both measurable and sustainable.

## Course Methodology

- This course combines interactive lectures, group discussions, case studies, and simulation exercises to engage participants in real-life problem-solving scenarios, ensuring a practical understanding and application of quality management tools and concepts.

## Course Objectives

- Explain the principles of quality management and their role in improving organizational performance
- Evaluate the effectiveness of quality systems and tools in different operational contexts
- Apply quality improvement techniques to solve problems and enhance customer satisfaction

## Target Audience

- This course is suitable for all employees involved in maintaining or improving quality, including operations staff, quality coordinators, process analysts, engineers, as well as managers and internal auditors.
- Target Competencies
- Understanding quality concepts
- Aligning quality with strategy

# Course outline

## Detailed course outline

Module-by-module outline for Principles of Quality Management.

### Module 1 - Organizational Impact of Quality

- Quality: Historical and modern perspectives
- Key principles of quality management
- The cost of poor quality
- Quality and customer satisfaction
- Organizational benefits of quality systems

### Module 2 - Quality Systems, Standards, and Process Control

- Overview of quality management systems
- ISO 9001: Structure and core elements
- Process approach and risk-based thinking
- Internal auditing and corrective actions
- Measuring process performance

### Module 3 - Tools for Quality Improvement

- Identifying and solving quality problems
- Root Cause Analysis (RCA)
- Introduction to quality tools
- Continuous improvement
- Sustaining quality through employee engagement

# Seminar dates

## Available seminar dates

Live dates and pricing for Principles of Quality Management generated from the course details page.

Date	Location	Format	Fee
1 - 5 June 2026	Istanbul	Classroom	€2,240
8 - 12 June 2026	Paris	Classroom	€3,080
15 - 19 June 2026	Barcelona	Classroom	€2,940
6 - 10 July 2026	Munich	Classroom	€2,975
20 - 24 July 2026	Kuala Lumpur	Classroom	€1,575
3 - 7 August 2026	Amsterdam	Classroom	€2,940
10 - 14 August 2026	London	Classroom	€2,975

### Live online option

Online delivery is available at €1,250.