



QUALITY AND PRODUCTIVITY | QP-029

Quality Leadership and Culture

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Course content

Why Attend

Quality is ultimately the result of leadership and culture, not inspection. Organisations with strong quality cultures empower people to stop problems, learn from mistakes and continuously improve.

This Aractech course explores quality leadership, quality culture models and assessment, leadership behaviours, communicating quality expectations, employee engagement, recognition, learning from failures and aligning quality with strategy. Participants assess their organisation's quality culture and plan improvements.

Course Methodology

- Leadership discussions
- Culture assessment tools
- Case studies
- Role plays
- Action planning

Course Objectives

- Explain the link between leadership, culture and quality
- Assess quality culture maturity
- Demonstrate quality leadership behaviours
- Engage employees in quality and improvement
- Learn from failures without blame
- Align quality with business strategy

Target Audience

- Quality managers and directors



Course content

- Senior and middle managers
- Operations leaders
- Continuous improvement leaders

Course outline

Detailed course outline

Day-by-day outline for Quality Leadership and Culture.

Day 1 - Quality and Leadership

- 09:00-09:34 | Evolution of quality thinking
- 09:34-10:08 | Leadership role
- 10:08-10:42 | Quality as strategy
- 10:42-11:00 | Costs of poor culture
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Costs of poor culture (continued)
- 11:46-12:53 | Case study: Quality failure
- 12:53-14:00 | Exercise: Leadership reflection

Day 2 - Assessing Quality Culture

- 09:00-09:45 | Culture models
- 09:45-10:30 | Assessment methods
- 10:30-11:00 | Indicators
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Indicators (continued)
- 11:45-12:30 | Employee perceptions
- 12:30-14:00 | Workshop: Culture assessment

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Day 3 - Leadership Behaviours

- 09:00-09:39 | Setting expectations
- 09:39-10:18 | Visible commitment
- 10:18-10:57 | Gemba walks
- 10:57-11:00 | Coaching
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Coaching (continued)
- 12:05-12:43 | Decision-making
- 12:43-14:00 | Role play: Quality conversation

Day 4 - Engagement and Learning

- 09:00-09:39 | Employee involvement
- 09:39-10:18 | Recognition
- 10:18-10:57 | Learning from failure
- 10:57-11:00 | Psychological safety
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Psychological safety (continued)
- 12:05-12:43 | Communication
- 12:43-14:00 | Exercise: Engagement plan

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Day 5 - Building the Culture

- 09:00-09:45 | Culture change roadmap
- 09:45-10:30 | Aligning systems
- 10:30-11:00 | Measuring progress
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Measuring progress (continued)
- 11:45-12:30 | Sustaining
- 12:30-13:15 | Lessons
- 13:15-14:00 | Capstone: Quality culture plan

Seminar dates

Available seminar dates

Live dates and pricing for Quality Leadership and Culture generated from the course details page.

Date	Location	Format	Fee
2 - 6 November 2026	Kuala Lumpur	Classroom	€1,925
21 - 25 December 2026	Rome	Classroom	€3,460
18 - 22 January 2027	Paris	Classroom	€3,825
15 - 19 February 2027	Frankfurt	Classroom	€1,875
15 - 19 March 2027	Barcelona	Classroom	€2,815
19 - 23 April 2027	Frankfurt	Classroom	€1,875
17 - 21 May 2027	Rome	Classroom	€3,460
21 - 25 June 2027	Geneva	Classroom	€4,315
19 - 23 July 2027	Kuala Lumpur	Classroom	€1,925
16 - 20 August 2027	Rome	Classroom	€3,460

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18 - 22 October 2027	Frankfurt	Classroom	€1,875
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20 - 24 December 2027	Frankfurt	Classroom	€1,875
2 - 6 November 2026	Online / Live	Online / Live	€1,815
21 - 25 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
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19 - 23 July 2027	Online / Live	Online / Live	€1,815
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