

Course Title: Leading Quality Strategy and Planning (PR303)

Level: Professional

Duration: 40 hours (indicative), approximately 10 weeks

Delivery method: Supported distance learning

Assessment: 2.5 hour multi-choice examination (case-study based)

Recommended Prior Knowledge: Managing Quality Planning (PT208)

Mandatory Prior Knowledge: None

Overview

This course develops leadership skills to coach and facilitate top management teams in the development of enterprise-wide performance measurement/KPIs for strategic goals and operational process performance.

Who is it for?

This course is designed for those who are currently practicing quality and are in, or aspire to leadership or senior management roles.

Indicative course content

- Enterprise level product/service management:
 - Product/service management as part of a management system
 - Product/service portfolios, systems thinking and the extended enterprise (external stakeholders and suppliers)
 - Review of processes to gather data about and flow down requirements from customers and stakeholders
 - Understanding the context and environmental conditions of products and services (markets, competitors, benchmarking, technology, societal considerations)
 - Managing legal, standards and regulatory compliance
 - Coaching and facilitation skills to build commitment and engagement in leadership teams
 - Facilitation of product/service review processes
- Product/service strategies:
 - Building product portfolio strategies
 - Facilitating management tools to identify opportunities with top management teams (SWOT, Boston Matrix, Market Analysis, Product Lifecycles and Prioritisation Matrices)
 - Facilitation of key tools to identify potential risks in the context of strategy development (FMEA, risk register, risk matrix, cause/effect diagrams)
 - Roadmaps
 - Product/service quality planning
 - Policy deployment (Hoshin Kanri)
 - Risk management approaches (risk avoidance or elimination, risk reduction by changing the likelihood or consequences, managing risk following evaluation)
 - Managing financial risk and effective business cases
 - Leading and coaching quality function deployment

- Management and planning tools (new seven QC tools):
 - Affinity diagram
 - Interrelationship diagram
 - Systematic (tree) diagram
 - Matrix
 - Data matrix
 - Arrow diagram
 - PDPC
 - Facilitation of tools with top management teams

Delivery method

Supported distance learning. A Tutor will be assigned who will provide support and guidance throughout the course. All course materials are accessible via our web-based learning system.

Course fee

The course fee is inclusive of tutorial support, learning and assessment materials, an account for our learning system, examination and certification.

- £545 +VAT per learner

Examinations

- Examinations are online and can be arranged to be taken in your workplace where invigilation is agreed and provided by your employer.
- Additional fees will apply if you wish to undertake the examination in a paper-based format.
- If you wish to sit the examination at an examination centre (please refer to 'exam information' on <http://www.roveconsultancy.co.uk/cqi-quality-management/> for details of examination centres that support external students. Please note examination centres will charge a fee for this service. Details should be obtained directly from the representatives of these organisations.
- Please note that a fee of £65 +VAT is applicable should a re-sit be required.

How to enrol

We don't have set enrolment periods for this course so you are able to enrol at any time. Please complete the contact us box below, email info@roveconsultancy.co.uk or call 0191-6600355 and we'll get back to you.