

Course Title: Managing Management Systems (PT203)

Level: Practitioner

Duration: 24 hours (indicative), approximately 8 weeks

Delivery method: Supported distance learning

Assessment: 1 hour multi-choice examination

Recommended Prior Learning: Introduction to Management Systems (FD107)

Mandatory Prior Learning: None

Overview

This course provides the practical skills that enable delegates to work with an organisation and other quality professionals to support the development of management systems and associated management processes using a process based approach, risk based thinking and PDCA in a systems context.

Who is it for?

This course is designed for those who are practising in quality and aspire towards middle management.

Indicative course content

- Management system structure and framework:
 - Systems thinking
 - PDCA thinking model and representation in Annex SL
 - Seven quality management principles (from ISO 9001)
 - Process-based approach
 - Process management and standardisation
 - Risk-based thinking
 - Definitions of customer focus, process approach, risk-based thinking, opportunity, context, policy, quality objectives, support, operation, external providers, documented information, audit programme, management review, non-conformity, corrective action and types of improvement
 - Overview of other related standards (ISO 14001, OHSAS 18001, ISO/IEC 27001)
- Organisational scope and context:
 - Mapping an organisation as a system. Representation and management of an organisation as a system. Mapping the organisation as a system of processes (core, enabling, strategic, external data generation)
 - Listening processes to gather data on the organisational environment
 - Policy deployment overview. Relationship between customer focus, risk, opportunity and context in setting quality policy and objectives, and overview of a Hoshin Kanri. Attributes of effective quality objectives and plans
 - Management review for learning. Attributes of effective management review conducted for learning
- Roles in the management system:
 - System leaders (top management). The role of 'top management' in leading the organisation as a system of interrelated process
 - Process owners
 - Process managers
 - Improvement roles

- Overview of the role of the following in a management system:
 - Quality objectives: risk, opportunity, strategy development and deployment
 - Risk management and overview of key tools
 - Process management and standardisation
 - Types of improvement: correction, corrective action, continual improvement, breakthrough change, innovation and reorganisation
 - Quality planning
 - Performance measurement, selecting measures and attributes of effective performance evaluation, monitoring and measurement. This will include customer satisfaction, process performance and understanding variation (interpretation of control charts)
 - Auditing for learning and process confirmation. Definitions and uses of assurance, process confirmation, audit, auditing for learning and the role of the auditor
 - Supply chain management.
- Designing a management system framework:
 - Typical implementation framework
 - Organisational needs for implementation
 - Documented information
 - Key engagement and resource requirements
 - Certification process
 - Assessment and gap analysis
- Planning your implementation

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, one examination and certification.

- £475 +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.