

Course Title: Managing Quality Planning (PT208)

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 Risk Management (FD103) and Introduction to Product and Service Management (FD105)

Mandatory Prior Learning: Managing Customer Excellence (PT207) or equivalent.

Overview

This course provides the practical skills to manage the early phases of the product/service lifecycle and work with teams to deploy an integrated project based approach to product/service quality planning and risk management, in order to meet customer and stakeholder requirements.

Who is it for?

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

Indicative course content

- Benefits of product and service planning:
 - Principles of PDCA
 - Relationship between PDCA and product/service planning
 - Standards for Quality Planning (ISO 31000, ISO 10005)
- Translating customer/stakeholder and other requirements into functional product and service requirements:
 - Review of Creating Customer Excellence (voice of the customer)
 - Understanding how to establish legal, compliance, regulatory, societal and standards-related requirements
 - Quality function deployment overview
 - Building the House of Quality
 - Generating the 'waterfall' of matrices
- Managing projects (overview):
 - Key principles and roles
 - Project charters
 - Milestone planning
 - Business case
 - Development of timing plans
 - Monitoring projects
 - Key requirements of ISO 9001:2015 (Sections 8.2 – 8.6) for product/service design and development.
- Managing products and services through quality planning phases:
 - Overview of Design for Six Sigma project methodology of Define, Measure, Analyse, Design, and Verify
 - Stage-gate reviews
 - Checklists
 - Design verification
 - Product/service validation
 - Key tools: Design Failure Mode and Effects Analysis, control plan, capability

- Managing external provider/supplier development
- Managing project and product/service risks:
 - Risk assessment tools: risk register.
 - Risk evaluation tools: risk matrix.
 - Product/service risk analysis tools: Fault Tree Analysis, Design Failure Mode and Effects Analysis, Process Failure Mode and Effects Analysis.
 - Managing scope.
 - Budgets and financial planning.
 - Risk response techniques.
 - Integration into quality planning methodologies and project stages.

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.

- £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.