



Techniques & Skills for Highly Effective Quality Management Representative (QMR)

Quality Management Representative (QMR) is the motivator and driver, who on behalf of Top Management, steers the group towards effective QMS implementation.

The responsibilities of QMR are complicated and QMR deals with various aspects of management issues such as human relationship, delegation of tasks, teamwork, planning, implementation, controlling, monitoring, effective communication, empowerment, and etc.

Therefore, every QMR should equip with proper skills, techniques and knowledge to exercise total quality leadership for continual improvement

QM-105 Techniques & Skills for Highly Effective Quality Management Representative (QMR)

COURSE OBJECTIVES

The course has been designed to fulfill the following objectives:

- Able to appreciate the primary roles and responsibilities of a QMR.
- Develop the participants' organizational leadership styles for greater effectiveness.
- To equip delegates with the knowledge, skills & techniques to handle various issues arising from QMS implementation.

HOW YOU WILL BENEFIT

- Able to assess your existing organization culture and recommend the most suitable method for effective QMS implementation.
- Able to sustain QMS implementation and set direction for continual improvement.
- Revive QMS that has stalled or failed.

TRAINING APPROACH

This practical course combines classroom teaching, practical exercises, and group discussion with actual factory-based projects to provide a complete active learning experience. The course has been designed to enable all participants leaving the training with a set of new knowledge, tools, skills and direct experience of how to become effective QMR in a real company setting.

COURSE LEADER

The course leader is an experienced and qualified trainer. He is a practicing quality consultant. He is chosen for his proven industrial experience, technical competency, good communication skills and capability to understand the problem you face

COURSE DURATION

This is a two days course running from 9.00am to 5.00pm

WHO SHOULD ATTEND

This course is designed for existing or new QMR or anyone who wish to enhance their skills for the future challenges.

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COURSE CONTENT

Section 1: A Clearer Perspective and New Mindset for QMR

- Roles & responsibilities
- The pressures for greater effectiveness
- The complex & constant changing environment
- What makes a highly effective QMR?

Section 2: In-Depth Review of ISO 9001:2008 requirements & Process Approach for Implementation

- Highlight of some typical mistakes & difficulties in complying to the standard
- Overview of system and process approach, and its benefits as compared to traditional implementation method
- The linkage between quality policy, quality objectives and processes
- The steps & guidelines for process – approach

Section 3: Leadership & People Management Skills for QMR

- Leadership versus management
- Being assertive
- Steps for effective delegation
- Handling and resolving conflict
- How to handle difficult staffs & colleagues?
- Effective communication & team building

Section 4: Planning for Process-Oriented Internal/ External Auditing

- Techniques for the preparation of process-oriented auditing program
- Master mapping for business process chart
- How to make use of PDCA approach and business process chart to obtain macro and micro view of QMS?
- Method to identify the interfaces for processes
- Identification of inputs, resources and outputs for processes
- Development of process-oriented auditing check list
- Managing relationship with third party registrar

Section 5: Preparation of Audit

- Commitment from Top Management
- Preparation required
- Typical problems and how to handle
- Skills and techniques to conduct effective meeting
- Require follow up

Section 6: Conduct of Audit

- Corrective versus preventive action
- Common mistakes and difficulties
- Important elements for effective corrective & preventive action system
- Techniques for root cause analysis

Section 7: Audit Close Up

- How to identify areas for continual improvement
- Prioritization of continual improvement activities
- Effective management of continual improvement activities
- Tools for continual improvement



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