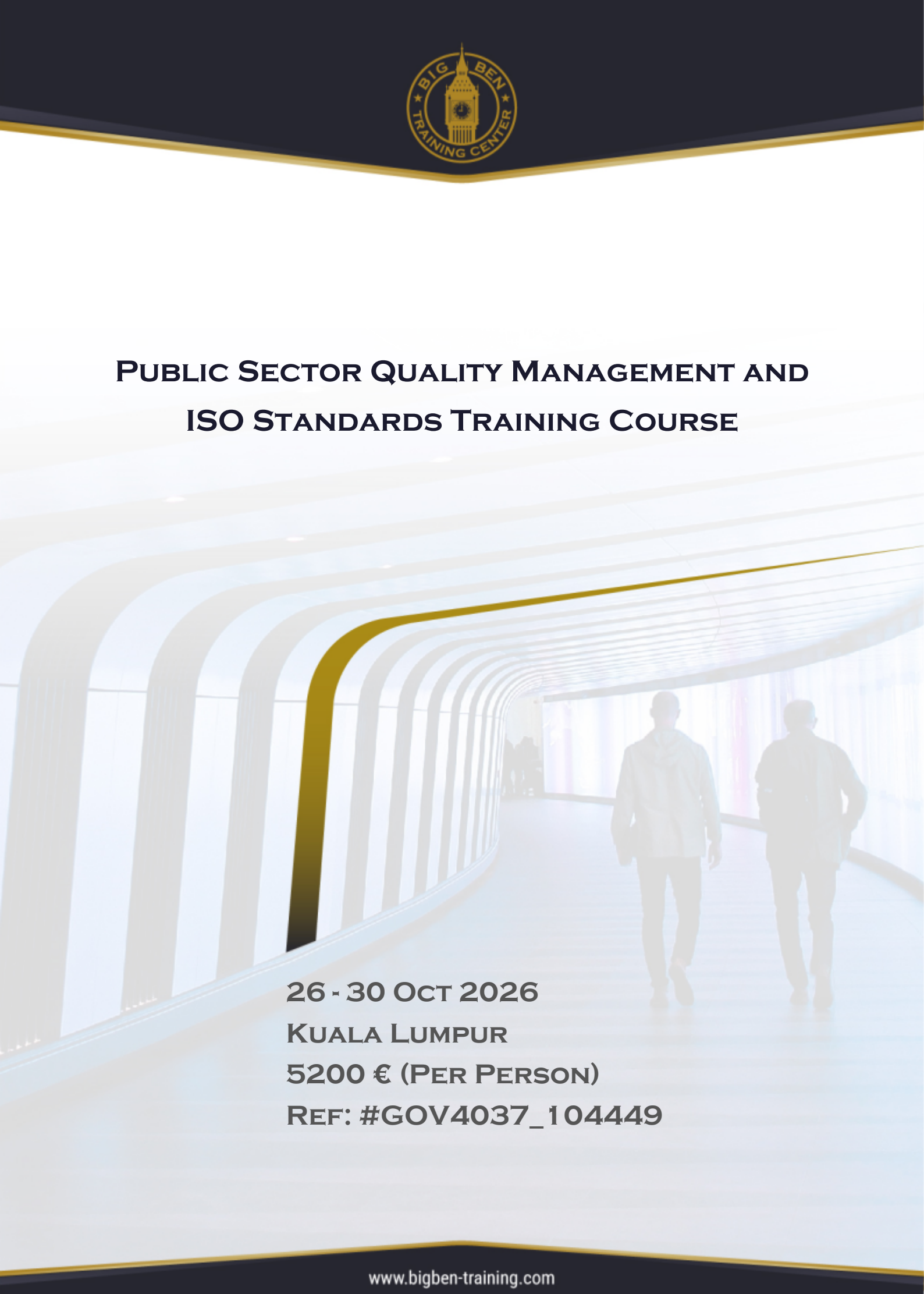
Public Sector Quality Management and ISO Standards Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #GOV4037_104449

Course Introduction / Overview:

This course provides a comprehensive framework for implementing and managing Quality Management Systems (QMS) specifically tailored to the unique challenges and objectives of public administration. In an era where citizen trust, transparency, and efficiency are paramount, public-sector organizations are increasingly adopting international standards to enhance service delivery and ensure accountability. This program delves into the core principles of quality management, moving beyond theoretical concepts to offer practical, actionable strategies for government agencies and public bodies. Drawing on foundational ideas from quality pioneers and contemporary public administration theorists like Christopher Hood, who explored shifts in governance in works such as "The Art of the State", this course contextualizes standards like ISO 9001 within the public domain. Participants will learn how to navigate regulatory complexities, foster a culture of continuous improvement, and align quality objectives with strategic public service goals. BIG BEN Training Center has designed this curriculum to empower public sector professionals to build robust, citizen-centric systems that deliver measurable value and enhance public confidence.

Target Audience / This training course is suitable for:

- Public Sector Managers and Directors.
- Government Officials and Administrators.
- Quality Assurance and Compliance Officers.
- Internal and External Auditors for Public Agencies.
- Policy Makers and Strategic Planners.
- Heads of Government Departments.
- Public Service Project Managers.
- Professionals involved in public sector reform and modernization.

Target Sectors and Industries:

- Federal, State, and Local Government Agencies.
- Public Utilities and Transportation Authorities.
- Public Healthcare and Hospital Administrations.
- Educational Institutions and Public Universities.
- Law Enforcement and Emergency Services.
- Social Services and Community Development Organizations.
- Regulatory Bodies and Public Commissions.
- State-Owned Enterprises.

Target Organizations Departments:

- Operations and Service Delivery.
- Quality Assurance and Control.
- Strategy and Policy Planning.
- Human Resources and Training.
- Compliance and Legal Affairs.
- Finance and Procurement.
- Information Technology.
- Internal Audit and Risk Management.
- Citizen and Customer Relations.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a robust Quality Management System tailored for a public sector environment.
- Interpret and apply the requirements of ISO 9001 within the context of public administration.
- Lead and conduct effective internal audits to ensure compliance and identify improvement opportunities.
- Utilize process mapping and analysis tools to enhance public service delivery and efficiency.
- Implement risk-based thinking to proactively address challenges in public sector operations.
- Establish meaningful performance metrics to monitor and improve service quality.
- Foster a culture of continuous improvement and citizen-centricity within their teams.
- Manage stakeholder expectations and communicate quality initiatives effectively.
- Align quality objectives with the strategic goals of their public organization.
- Prepare their department or agency for potential ISO certification.

Course Methodology:

The training methodology employed by BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's work environment. We move beyond traditional lectures to create a dynamic learning atmosphere where theory is immediately put into practice. The course heavily relies on real-world case studies drawn from various public sector domains, allowing participants to analyze challenges and successes in implementing quality management systems in government agencies. A significant portion of the training is dedicated to hands-on workshops, including process mapping exercises, mock internal audits, and the development of quality policy statements. Collaborative group discussions and peer-to-peer learning are central to our approach, enabling participants to share insights and solutions specific to their unique administrative contexts. Our expert facilitators guide these sessions, providing personalized feedback and ensuring that complex concepts are broken down into manageable, actionable steps. This blended learning approach ensures that participants not only grasp the principles of QMS and ISO standards but also leave with the confidence and tools to implement them effectively within their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of Quality Management in the Public Sector

- Introduction to Quality Management Systems (QMS).
- The unique context of quality in public administration versus the private sector.
- Core principles of Total Quality Management (TQM) and their public sector application.
- Understanding citizen expectations and the concept of public value.
- The role of leadership and commitment in driving a quality culture.
- Introduction to the ISO 9000 family of standards.
- Key terminology and definitions in quality management.

Unit Two: Demystifying ISO 9001 for Public Administration

- A detailed clause-by-clause review of the ISO 9001:2015 standard.
- Context of the organization: Understanding internal and external issues for a public body.
- Leadership and commitment in a government setting.
- Planning: Applying risk-based thinking to public services and policy.
- Support: Managing resources, competence, and communication in public agencies.
- Operation: Planning and controlling service delivery processes.
- Performance evaluation and the role of data in public sector decision-making.

Unit Three: Implementing a QMS in a Public Organization

- Phase one: Planning and conducting a gap analysis.
- Developing a quality policy and objectives aligned with public mandates.
- Essential documentation for a public sector QMS.
- Process mapping for public services (e.g., permits, applications, citizen support).
- Engaging stakeholders: Citizens, employees, and other government bodies.
- Strategies for managing change and overcoming resistance in a bureaucratic environment.
- Project management for QMS implementation.

Unit Four: Auditing, Measurement, and Continuous Improvement

- Principles of auditing for public sector compliance and performance.
- Planning and conducting an effective internal audit program.
- Techniques for evidence gathering, interviewing, and reporting.
- Identifying nonconformities and opportunities for improvement.
- Implementing effective corrective and preventive actions.
- Conducting management reviews to ensure QMS effectiveness.
- Developing Key Performance Indicators (KPIs) for public services.

Unit Five: Advanced Quality Leadership and Future-Forward Governance

- Integrating QMS with other management systems (e.g., ISO 37001 Anti-Bribery).
- Introduction to Lean and Six Sigma principles for government efficiency.
- Leveraging digital transformation and technology to enhance service quality.
- Building a resilient and agile public organization through quality principles.
- Benchmarking public services against best practices.
- The role of QMS in enhancing transparency and public accountability.
- Sustaining the gains and fostering a long-term culture of excellence.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can public sector organizations balance the rigid requirements of ISO standards with the need for agile and responsive governance in an era of rapid societal change?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a generic interpretation of ISO standards and focusing exclusively on their application within the complex ecosystem of public administration. Unlike other programs that may offer a one-size-fits-all approach, our curriculum is meticulously designed to address the specific challenges of government entities, such as political pressures, budgetary constraints, regulatory mandates, and the imperative of public accountability. We emphasize the translation of quality principles into tangible public value and improved citizen outcomes, rather than just achieving compliance for its own sake. The content integrates classical quality management with contemporary public sector reform concepts like Lean Government and digital transformation, providing a holistic and forward-looking perspective. Furthermore, the course is built around practical, real-world case studies from municipal, state, and federal agencies, ensuring that the learning is immediately relevant and applicable. Participants will not just learn the "what" of ISO 9001; they will master the "how" of implementing it in a way that respects public service ethos, enhances transparency, and builds lasting trust with the communities they serve.