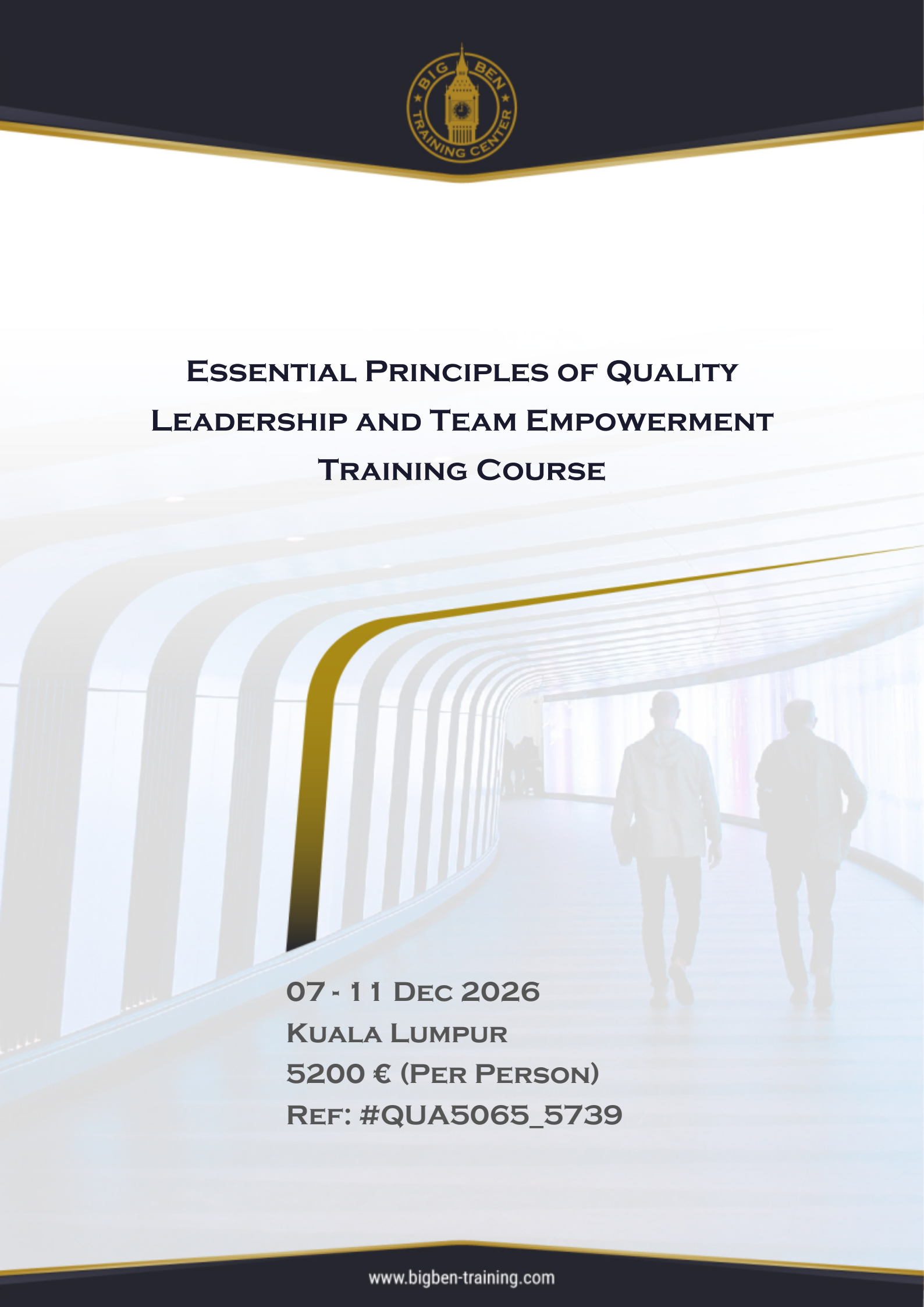
Essential Principles of Quality Leadership and Team Empowerment Training Course



07 - 11 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #QUA5065_5739

Course Introduction / Overview:

In modern organizations, quality is no longer the sole responsibility of a single department, but a collective effort driven by effective leadership. This training course is designed to provide managers, team leaders, and quality professionals with the frameworks and practical skills to become a powerful quality leader who can empower their team to achieve operational excellence. It goes beyond a simple focus on tools and techniques to explore the strategic and human elements of quality management. We will explore how to build a culture of quality, motivate and engage teams, and use data-driven decision-making to drive continuous improvement. The curriculum is informed by the foundational work of global academics like Dr. Joseph M. Juran, whose book "Juran's Quality Handbook" introduced the idea that quality management should be an integral part of an organization's overall business strategy. His principles provide a valuable lens for understanding how to integrate quality into every aspect of an organization. This program provides a clear blueprint for turning a manager into a visionary leader who inspires their team to deliver excellence. BIG BEN Training Center is committed to empowering professionals to become true agents of change.

Target Audience / This training course is suitable for:

- Managers and supervisors.
- Team leaders.
- Quality assurance professionals.
- Project managers.
- Continuous improvement specialists.
- Department heads.
- Executive leaders.

Target Sectors and Industries:

- Manufacturing and production.
- Healthcare.
- Information technology.
- Financial services.
- Retail and hospitality.
- Education.
- Government agencies and public services.

Target Organizations Departments:

- Operations.
- Quality Assurance.
- Engineering.
- Human Resources.
- Project Management.
- Customer Service.
- Corporate Leadership.

Course Offerings:

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

- Develop a personal quality leadership style.
- Build a culture of quality within a team or department.
- Use data-driven decision-making to drive improvements.
- Empower team members to take ownership of quality.
- Communicate the importance of quality to a variety of stakeholders.
- Develop a plan for continuous team improvement.
- Lead a successful quality improvement project.
- Apply psychological principles of motivation and engagement.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in quality leadership and team empowerment. The program incorporates detailed case studies of companies that have successfully built a culture of quality, as well as those that have struggled due to a lack of leadership buy-in. We will use interactive workshops and role-playing exercises to practice critical skills like leading a quality circle meeting, providing constructive feedback, and facilitating a brainstorming session. The course includes a hands-on group project where participants will work together to design a full quality improvement plan for a fictional department. BIG BEN Training Center believes that hands-on training is essential for mastering these new ways of working. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to lead their team to excellence.

Course Agenda (Course Units):

Unit One: The Role of the Quality Leader

- Defining quality leadership.
- The principles of a culture of quality.
- Connecting quality to business strategy.
- The psychological and human side of quality.
- Inspiring a vision of excellence.

Unit Two: Building a Culture of Quality

- Engaging and empowering employees.
- Creating a learning organization.
- Setting quality objectives with the team.
- The role of communication and feedback.
- Overcoming resistance to change.

Unit Three: Tools for Data-Driven Decisions

- Using data to understand team performance.
- Visualizing and communicating quality data.
- Introduction to basic statistical tools.
- Making decisions based on facts, not assumptions.
- Monitoring performance and providing feedback.

Unit Four: Leading Quality Improvement

- Applying problem-solving methodologies.
- Leading a quality improvement project.
- Facilitating team meetings.
- Building a shared sense of ownership.
- Recognizing and rewarding quality efforts.

Unit Five: Sustaining Excellence

- Developing a personal quality leadership plan.
- The role of a leader in continuous improvement.
- Scaling a culture of quality.
- Dealing with setbacks and failures.
- Building a legacy 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 a manager, who is often focused on short-term tasks and deadlines, successfully transition to a quality leader who fosters a culture of excellence that delivers sustainable, long-term results?

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

This training course is a highly specialized program that focuses on the human and strategic elements of quality management, which sets it apart from more technical courses on tools and methods. We go beyond a simple focus on charts and diagrams to provide a holistic framework for a leader who can inspire their team to achieve operational excellence. Our curriculum is tailored to address the specific needs of managers, providing them with the frameworks to manage not just the processes but also the people who run them. The course distinguishes itself by emphasizing not only the technical skills needed to analyze data but also the strategic and emotional intelligence required to build a collaborative and high-performing team. By focusing on both the practical and the leadership aspects of quality, this program provides an invaluable skill set that is essential for any professional committed to a career in management.