Quality Management and Organizational Excellence Leadership Training Course



22 - 26 Nov 2026

Dubai

4800 € (Per Person)

Ref: #QUA6841_236021

Course Introduction / Overview:

This comprehensive training course is designed to equip leaders and managers with the essential knowledge and skills to drive quality and organizational excellence. In today's competitive landscape, achieving sustainable success requires more than just meeting standards; it demands a culture of continuous improvement and strategic alignment. This program delves into the core principles of Total Quality Management (TQM), drawing upon the foundational philosophies of pioneers like W. Edwards Deming. As Deming articulated in his seminal work, "Out of the Crisis," true quality transformation is a management-led endeavor that focuses on systemic improvement rather than individual blame. Participants will explore how to build and sustain robust quality management systems, implement powerful methodologies like Lean and Six Sigma, and foster an environment where every employee is engaged in the pursuit of excellence. BIG BEN Training Center has structured this course to provide a holistic perspective, integrating technical tools with the critical leadership behaviors necessary to champion a quality-centric vision and achieve superior business performance and customer satisfaction. This journey will transform your understanding of quality from a departmental function into a strategic imperative for the entire organization.

Target Audience / This training course is suitable for:

- Quality Managers and Directors.
- Operations and Production Managers.
- Process Improvement Specialists and Consultants.
- Department Heads and Team Leaders.
- Senior Management and Executives.
- Project Managers involved in quality initiatives.
- Individuals aspiring to leadership roles in quality and excellence.
- Entrepreneurs and Business Owners.

Target Sectors and Industries:

- Manufacturing and Engineering.
- Healthcare and Pharmaceuticals.
- Information Technology and Software Development.
- Banking, Finance, and Insurance.
- Government Agencies and Public Sector Organizations.
- Construction and Real Estate.
- Hospitality and Tourism.
- Logistics and Supply Chain Management.
- Education and Academic Institutions.

Target Organizations Departments:

- Quality Assurance and Quality Control.
- Operations and Production.
- Research and Development (R&D).
- Customer Service and Support.
- Strategic Planning and Business Development.
- Human Resources and Training.
- Procurement and Supply Chain.
- Project Management Office (PMO).

Course Offerings:

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

- Develop a strategic framework for organizational excellence.
- Implement and manage an ISO 9001 compliant Quality Management System (QMS).
- Apply core principles of Total Quality Management (TQM) across the organization.
- Utilize Lean and Six Sigma methodologies to eliminate waste and reduce process variation.
- Lead and motivate teams to foster a sustainable culture of continuous improvement.
- Master key quality tools for problem-solving and data-driven decision-making.
- Measure and analyze organizational performance using key performance indicators (KPIs) and balanced scorecards.
- Align quality initiatives with overall business objectives and customer expectations.
- Conduct effective process mapping and value stream analysis.
- Champion change and overcome resistance to new quality initiatives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to the workplace. We move beyond traditional lecture-based formats to create a dynamic environment where participants actively construct their knowledge. The course heavily utilizes real-world case studies and business scenarios, allowing attendees to analyze complex quality challenges and develop practical solutions. Group discussions, team-based exercises, and brainstorming sessions are integral components, fostering collaborative learning and the exchange of diverse perspectives. Participants will engage in hands-on workshops to practice using quality tools and techniques, such as process mapping and root cause analysis. Our expert facilitators guide the learning process, providing personalized feedback and encouraging critical thinking. The methodology emphasizes action planning, where each participant will develop a roadmap for implementing key learnings and driving quality initiatives within their own organization. This blended approach ensures a deep understanding of theoretical concepts and builds the confidence to apply them effectively to achieve tangible organizational excellence.

Course Agenda (Course Units):

Unit One: Foundations of Quality and Organizational Excellence

- Defining quality beyond product and service specifications.
- The historical evolution of quality management from inspection to TQM.
- Exploring the philosophies of quality gurus like Deming, Juran, and Crosby.
- Understanding the direct link between quality, productivity, and profitability.
- The core principles of Total Quality Management (TQM).
- Integrating quality as a central component of business strategy.
- Introduction to major organizational excellence models (e.g., EFQM, Baldrige).

Unit Two: Quality Management Systems (QMS) and Standards

- A detailed overview of the ISO 9000 family of standards.
- Understanding the requirements of the ISO 9001:2015 standard.
- The process approach and Plan-Do-Check-Act (PDCA) cycle.
- Steps for developing, documenting, and implementing a QMS.
- The role of leadership and management commitment in a QMS.
- Conducting effective internal audits and management reviews.
- Navigating the path to certification and maintaining compliance.

Unit Three: Methodologies for Continuous Improvement

- Introduction to Lean thinking and the identification of the eight wastes (Muda).
- Core Lean tools including 5S, Value Stream Mapping, and Kaizen events.
- Fundamentals of Six Sigma and the DMAIC methodology (Define, Measure, Analyze, Improve, Control).
- Statistical Process Control (SPC) for monitoring and controlling processes.
- Essential problem-solving tools like Pareto charts, fishbone diagrams, and 5 Whys.
- Applying root cause analysis for effective and permanent problem resolution.
- Integrating Lean and Six Sigma for comprehensive process optimization.

Unit Four: Leadership, Culture, and Customer Focus

- The critical role of leadership in driving a quality culture.
- Strategies for building employee engagement and empowerment in quality initiatives.
- Techniques for effective communication and managing organizational change.
- Understanding customer needs and expectations using tools like the Kano model.
- Translating the voice of the customer (VoC) into process requirements.
- Building strong supplier relationships for enhanced quality.
- Developing metrics to measure and improve customer satisfaction and loyalty.

Unit Five: Strategic Implementation and Performance Measurement

- Aligning quality objectives with the organization's strategic goals.
- Utilizing the Balanced Scorecard to measure performance beyond financial metrics.
- Developing and tracking Key Performance Indicators (KPIs) for quality.
- Benchmarking performance against industry best practices.
- Managing risk within the context of quality and organizational processes.
- Creating a strategic roadmap for achieving organizational excellence.
- Sustaining momentum and ensuring the long-term success of quality programs.

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 an organization effectively balance the rigorous, data-driven approach of Six Sigma with the human-centric principles needed to foster a genuine culture of quality and innovation?

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

This training course distinguishes itself by adopting a holistic and strategic leadership perspective on quality and organizational excellence, moving far beyond a simple toolkit-based approach. While many courses focus narrowly on the technical application of methodologies like Lean or Six Sigma, this program integrates these powerful tools within a broader framework of strategic management, leadership, and cultural transformation. We emphasize the "why" behind the "what," ensuring participants understand how to align quality initiatives with core business objectives to drive competitive advantage. The curriculum is uniquely structured to bridge the gap between theory and practice, focusing on the real-world challenges managers face when implementing change. Rather than just teaching concepts, we facilitate the development of critical thinking and problem-solving skills through complex case studies and interactive simulations. The course places a significant emphasis on the human element of quality management, dedicating substantial time to leadership behaviors, employee engagement, and the art of building a resilient culture of continuous improvement that is owned by everyone, not just the quality department.