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Nirmal Chabria, Managing Director
Niva International UK Limited.



Managing Improvement

Workshop aim

To develop knowledge and understanding of managing quality as required by a practising or potential middle manager

At the end of the workshop the delegate will:

1. Evaluate the effectiveness of the organisation and of self in managing and improving quality to meet customer requirements
2. Plan to meet and if possible exceed customer requirements

Workshop content

- Quality and customers; quality assurance, quality control auditing
- Quality systems - BSI, ISO and IIP (benefits and accreditation)
- Total quality management
- Tools for maintaining quality
- Conformance and development to improve quality
- The cost of quality (positive and negative aspects)
- Concept of internal and external customers
- Means of identifying potential customers
- Methods to identify customer requirements and monitor customer satisfaction
- Benchmarking service standards
- Techniques of work planning to meet customer requirements

Duration: 1 Day

Cost: £69 + VAT

FOR MORE DETAILS AND TO BOOK ONLINE

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