LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Quality Management Professional

LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference MSPC-QM-01 • Management Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

6	30	180	430	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**MSPC-QM-01**
AWARD	**Certificate**
ASSESSMENT	**430 marks — 258 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1 Data Analysis for Quality Management

5 chapters · 30 classes · **45 marks**

• 1 Understanding Data Types and Sources in Quality Management — 6 classes

- › 1.1 Identify Different Types of Data in Quality Management
- › 1.2 Classify Data Sources Relevant to Quality Management
- › 1.3 Evaluate the Importance of Data Types for Quality Decision Making
- › 1.4 Analyze Primary and Secondary Data in Quality Control
- › 1.5 Demonstrate Data Source Selection for Quality Management Projects
- › 1.6 Apply Data Analysis Techniques to Improve Quality Outcomes

• 2 Data Collection Techniques for Quality Improvement — 6 classes

- › 2.1 Identify Different Data Collection Methods for Quality Improvement
- › 2.2 Evaluate the Effectiveness of Quantitative Data Collection Techniques
- › 2.3 Analyze Qualitative Data Collection Strategies in Quality Contexts
- › 2.4 Design a Data Collection Plan for a Quality Improvement Project
- › 2.5 Implement Ethical Considerations in Data Collection Practices
- › 2.6 Apply Data Collection Techniques to Real-World Quality Scenarios

• 3 Data Analysis Techniques for Quality Assessment — 6 classes

- › 3.1 Identify Key Data Analysis Techniques for Quality Assessment
- › 3.2 Understand Descriptive Statistics for Quality Metrics
- › 3.3 Apply Inferential Statistics to Quality Data
- › 3.4 Utilize Control Charts for Monitoring Quality Performance
- › 3.5 Interpret Process Capability Indices in Quality Improvement
- › 3.6 Develop a Quality Assessment Report Using Data Analysis

• 4 Interpreting and Presenting Quality Data — 6 classes

- › 4.1 Analyze Quality Data Using Descriptive Statistics
- › 4.2 Create Visual Representations of Quality Data
- › 4.3 Identify Trends and Patterns in Quality Metrics
- › 4.4 Compare Quality Performance Across Different Processes
- › 4.5 Develop Data-Driven Conclusions for Quality Improvement
- › 4.6 Present Quality Analysis Findings to Stakeholders Effectively

• 5 Implementing Data-Driven Decision Making in Quality Management — 6 classes

- › 5.1 Understanding Data-Driven Decision Making in Quality Management
- › 5.2 Identifying Key Performance Indicators for Quality Metrics
- › 5.3 Collecting and Analyzing Data for Quality Improvement
- › 5.4 Utilizing Statistical Tools for Quality Data Analysis
- › 5.5 Interpreting Data Insights to Drive Quality Initiatives
- › 5.6 Developing a Data-Driven Action Plan for Quality Enhancement

2 Leadership in Quality Management

5 chapters · 30 classes **105 marks**

1 Understanding Leadership Principles in Quality Management — 6 classes

- 1.1 Define Key Leadership Concepts in Quality Management
- 1.2 Explore the Role of Leadership in Quality Culture
- 1.3 Identify Leadership Styles Impacting Quality Outcomes
- 1.4 Assess the Importance of Communication in Quality Leadership
- 1.5 Develop Strategies for Effective Team Leadership in Quality
- 1.6 Apply Leadership Principles to Enhance Quality Improvement Initiatives

2 Developing a Quality-Driven Culture — 6 classes

- 2.1 Define Key Elements of a Quality-Driven Culture
- 2.2 Assess Current Organizational Culture for Quality Management
- 2.3 Identify Leadership Behaviors that Foster Quality Culture
- 2.4 Develop Strategies for Engaging Employees in Quality Improvement
- 2.5 Create Action Plans to Embed Quality in Daily Operations
- 2.6 Evaluate the Impact of a Quality-Driven Culture on Organizational Success

3 Effective Communication and Stakeholder Engagement — 6 classes

- 3.1 Understand the Importance of Communication in Quality Management
- 3.2 Identify Key Stakeholders in Quality Management Processes
- 3.3 Develop Active Listening Skills for Effective Stakeholder Engagement
- 3.4 Create Clear and Concise Messages for Stakeholder Communication
- 3.5 Employ Feedback Mechanisms to Improve Communication Strategies
- 3.6 Implement Effective Communication Plans for Quality Management Initiatives

4 Leadership Styles and Their Impact on Quality Management — 6 classes

- 4.1 Identify Key Leadership Styles in Quality Management
- 4.2 Analyze the Impact of Autocratic Leadership on Quality Outcomes
- 4.3 Examine the Role of Transformational Leadership in Quality Improvement
- 4.4 Differentiate Between Transactional and Servant Leadership in Quality Contexts
- 4.5 Assess the Influence of Leadership Style on Team Performance and Quality Processes
- 4.6 Develop Action Plans for Adapting Leadership Styles to Enhance Quality Management

5 Driving Continuous Improvement and Innovation — 6 classes

- 5.1 Understand the Principles of Continuous Improvement
- 5.2 Identify Key Drivers of Innovation in Quality Management
- 5.3 Analyze Case Studies of Successful Continuous Improvement Initiatives
- 5.4 Develop Strategies for Implementing Continuous Improvement Processes
- 5.5 Utilize Tools and Techniques for Measuring Improvement
- 5.6 Create a Plan for Sustaining Innovation in Quality Management

3 Project Management for Quality Initiatives

5 chapters · 30 classes **45 marks**

1 Fundamentals of Project Management in Quality Initiatives — 6 classes

- 1.1 Define Project Management: Key Concepts and Terminology
- 1.2 Identify Quality Initiatives: Setting Objectives and Goals
- 1.3 Develop a Project Plan: Structuring Quality Initiatives
- 1.4 Assess Risks: Analyzing Challenges in Quality Projects
- 1.5 Implement Quality Control: Monitoring and Evaluating Project Progress
- 1.6 Apply Stakeholder Engagement: Communicating for Quality Success

2 Planning and Defining Quality Objectives — 6 classes

- 2.1 Identify Stakeholders for Quality Objectives
- 2.2 Define SMART Criteria for Quality Goals
- 2.3 Assess Current Quality Standards and Gaps
- 2.4 Align Quality Objectives with Organizational Strategy
- 2.5 Develop a Quality Improvement Plan
- 2.6 Communicate Quality Objectives Across Teams

3 Risk Management and Quality Assurance Techniques — 6 classes

- 3.1 Identify Key Risks in Quality Projects
- 3.2 Analyze Risk Impact on Project Outcomes
- 3.3 Develop Risk Mitigation Strategies
- 3.4 Implement Quality Assurance Practices
- 3.5 Monitor and Review Risk Management Plans
- 3.6 Evaluate the Effectiveness of Quality Assurance Techniques

4 Implementing Quality Control Measures in Projects — 6 classes

- 4.1 Identify Key Quality Control Measures for Projects
- 4.2 Analyze the Role of Quality Metrics in Project Success
- 4.3 Develop a Quality Control Plan for a Specific Project
- 4.4 Implement Quality Control Tools and Techniques in Practice
- 4.5 Evaluate Quality Control Outcomes and Identify Improvement Areas
- 4.6 Communicate Quality Control Findings to Stakeholders Effectively

5 Evaluating and Sustaining Quality Outcomes — 6 classes

- 5.1 Identify Key Quality Metrics for Evaluation
- 5.2 Analyze Data Collection Methods for Quality Assessment
- 5.3 Implement Tools for Quality Outcome Measurement
- 5.4 Conduct a Root Cause Analysis to Address Quality Issues
- 5.5 Develop Strategies for Sustaining Quality Improvements
- 5.6 Create an Action Plan for Continuous Quality Monitoring

4 Quality Improvement Techniques

5 chapters · 30 classes **85 marks**

- **1 Introduction to Quality Improvement Fundamentals** — 6 classes
  - 1.1 Define Quality Improvement: Key Concepts and Principles
  - 1.2 Explore the Historical Context of Quality Improvement
  - 1.3 Identify Common Quality Improvement Models and Frameworks
  - 1.4 Analyze the Role of Leadership in Quality Improvement Initiatives
  - 1.5 Implement Essential Quality Measurement Tools and Techniques
  - 1.6 Develop an Action Plan for a Quality Improvement Project
- **2 Key Quality Improvement Models and Frameworks** — 6 classes
  - 2.1 Identify Key Quality Improvement Models
  - 2.2 Compare and Contrast Quality Frameworks
  - 2.3 Analyze the PDCA Cycle for Continuous Improvement
  - 2.4 Implement the Six Sigma Approach in Quality Management
  - 2.5 Evaluate the Lean Methodology for Efficiency Gains
  - 2.6 Apply Quality Improvement Frameworks to Real-World Scenarios
- **3 Data Collection and Analysis Techniques** — 6 classes
  - 3.1 Identify Key Data Collection Methods
  - 3.2 Design Effective Surveys for Quality Improvement
  - 3.3 Implement Data Collection Techniques in Real Scenarios
  - 3.4 Analyze Data Using Statistical Tools and Software
  - 3.5 Interpret Data Findings for Actionable Insights
  - 3.6 Develop a Quality Improvement Action Plan Based on Data Analysis
- **4 Implementing Quality Improvement Projects** — 6 classes
  - 4.1 Identify Key Areas for Quality Improvement
  - 4.2 Define Measurable Objectives for Projects
  - 4.3 Select Appropriate Quality Improvement Tools
  - 4.4 Develop a Structured Project Plan
  - 4.5 Implement Quality Improvement Initiatives
  - 4.6 Evaluate Outcomes and Sustain Improvements
- **5 Sustaining Quality Improvements and Organizational Culture** — 6 classes
  - 5.1 Analyze the Impact of Organizational Culture on Quality Improvement
  - 5.2 Identify Key Elements for Sustaining Quality Improvements
  - 5.3 Develop Strategies to Align Culture with Quality Goals
  - 5.4 Implement Continuous Feedback Mechanisms for Quality Assurance
  - 5.5 Foster Employee Engagement in Quality Improvement Initiatives
  - 5.6 Evaluate Success Metrics for Sustainable Quality Improvements

5 Quality Management Principles

5 chapters · 30 classes **85 marks**

- **1 Fundamentals of Quality Management Principles** — 6 classes
  - 1.1 Define Key Terms in Quality Management Principles
  - 1.2 Explore the Evolution of Quality Management Concepts
  - 1.3 Analyze the Benefits of Implementing Quality Management Systems
  - 1.4 Identify Core Components of Quality Management Frameworks
  - 1.5 Examine the Role of Leadership in Quality Management
  - 1.6 Apply Quality Management Principles to Real-World Scenarios
- **2 The Role of Leadership in Quality Management** — 6 classes
  - 2.1 Identify Key Leadership Qualities in Quality Management
  - 2.2 Explore the Impact of Leadership Styles on Quality Culture
  - 2.3 Analyze the Relationship Between Leadership and Employee Engagement
  - 2.4 Develop Strategies for Leading Quality Improvement Initiatives
  - 2.5 Assess the Role of Leadership in Establishing Quality Goals
  - 2.6 Implement Effective Communication Techniques for Quality Leadership
- **3 Customer Focus and Stakeholder Engagement** — 6 classes
  - 3.1 Understand Customer Needs Through Research
  - 3.2 Analyze Stakeholder Perspectives in Quality Management
  - 3.3 Develop Effective Communication Strategies for Engagement
  - 3.4 Implement Customer Feedback Mechanisms
  - 3.5 Create Collaborative Relationships with Stakeholders
  - 3.6 Evaluate Quality Outcomes Based on Customer and Stakeholder Input
- **4 Data-Driven Decision-Making in Quality Management** — 6 classes
  - 4.1 Understand the Role of Data in Quality Management
  - 4.2 Identify Key Performance Indicators for Quality Assessment
  - 4.3 Explore Data Collection Methods for Quality Improvement
  - 4.4 Analyze Data Trends to Identify Quality Issues
  - 4.5 Apply Statistical Tools for Data Interpretation
  - 4.6 Develop Action Plans Based on Data-Driven Insights
- **5 Implementing Continuous Improvement and Quality Tools** — 6 classes
  - 5.1 Understand the Principles of Continuous Improvement
  - 5.2 Identify Key Quality Management Tools for Improvement
  - 5.3 Analyze Current Processes for Improvement Opportunities
  - 5.4 Develop Action Plans Using Quality Tools
  - 5.5 Implement Continuous Improvement Strategies in Teams
  - 5.6 Evaluate the Impact of Quality Tools on Performance

6 Risk Management in Quality Systems

5 chapters · 30 classes **65 marks**

- **1 Introduction to Risk Management in Quality Systems** — 6 classes
  - 1.1 Define Key Concepts in Risk Management
  - 1.2 Understand the Importance of Risk Management in Quality Systems
  - 1.3 Identify Common Risks in Quality Management Processes
  - 1.4 Analyze Risk Assessment Techniques for Quality Systems
  - 1.5 Develop Risk Mitigation Strategies for Quality Improvement
  - 1.6 Evaluate Real-World Case Studies of Risk Management in Quality Systems
- **2 Identifying Risks in Quality Management Processes** — 6 classes
  - 2.1 Define Quality Management Risks in Organizational Contexts
  - 2.2 Identify Common Risks in Quality Management Processes
  - 2.3 Analyze the Impact of Identified Risks on Quality Outcomes
  - 2.4 Assess Risk Probability and Severity in Quality Systems
  - 2.5 Develop Risk Mitigation Strategies for Quality Management
  - 2.6 Create a Risk Identification Action Plan for Quality Improvement
- **3 Risk Assessment Techniques for Quality Systems** — 6 classes
  - 3.1 Identify Key Risk Assessment Techniques in Quality Management
  - 3.2 Analyze the Benefits of Conducting Risk Assessments
  - 3.3 Evaluate Qualitative Risk Assessment Methods for Quality Systems
  - 3.4 Apply Quantitative Risk Assessment Techniques in Real-World Scenarios
  - 3.5 Develop a Risk Mitigation Plan Using Assessment Outcomes
  - 3.6 Integrate Risk Assessment with Continuous Quality Improvement Processes
- **4 Risk Mitigation Strategies in Quality Management** — 6 classes
  - 4.1 Identify Common Risks in Quality Management Systems
  - 4.2 Analyze the Impact of Risks on Quality Outcomes
  - 4.3 Develop Risk Assessment Techniques for Quality Control
  - 4.4 Explore Preventive Measures to Mitigate Quality Risks
  - 4.5 Implement Risk Mitigation Plans in Quality Processes
  - 4.6 Evaluate the Effectiveness of Risk Mitigation Strategies
- **5 Monitoring and Review of Risks in Quality Systems** — 6 classes
  - 5.1 Identify Key Risks in Quality Systems
  - 5.2 Analyze the Impact of Risks on Quality Outcomes
  - 5.3 Develop Monitoring Strategies for Risk Assessment
  - 5.4 Implement Continuous Review Processes for Risks
  - 5.5 Evaluate the Effectiveness of Risk Management Practices
  - 5.6 Communicate Risk Findings and Recommendations to Stakeholders