

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

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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

• 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

• 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

• 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

• 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

• 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