

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Advanced Quality Systems Professional



LAPT — London Academy of Professional Training

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Reference MSPC-QM-02 • Management Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	MSPC-QM-02
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Change Management in Quality Systems

5 chapters · 30 classes65 marks

• 1 Understanding Change Management Principles in Quality Systems — 6 classes

› 1.1 Explore the Fundamentals of Change Management in Quality Systems

› 1.2 Identify the Key Drivers of Change in Quality Initiatives

› 1.3 Analyze the Impact of Change on Quality Assurance Processes

› 1.4 Develop Strategies for Effective Change Communication

› 1.5 Assess Resistance to Change and Strategies to Overcome It

› 1.6 Implement Best Practices for Sustaining Change in Quality Systems

• 2 Identifying and Assessing Change Drivers in Quality Management — 6 classes

› 2.1 Define Change Drivers in Quality Management

› 2.2 Explore Internal Factors Influencing Change

› 2.3 Analyze External Factors Impacting Quality Systems

› 2.4 Assess the Impact of Regulatory Changes on Quality

› 2.5 Evaluate Stakeholder Perspectives in Change Processes

› 2.6 Develop Strategies to Address Change Drivers in Practice

• 3 Strategic Planning for Change in Quality Systems — 6 classes

› 3.1 Analyze Organizational Readiness for Change in Quality Systems

› 3.2 Define Clear Objectives for Change Implementation

› 3.3 Develop Stakeholder Engagement Strategies for Change

› 3.4 Create a Risk Assessment Framework for Change Initiatives

› 3.5 Design a Communication Plan to Support Change Efforts

› 3.6 Evaluate Success Metrics for Change in Quality Systems

• 4 Stakeholder Engagement and Communication during Quality Change Initiatives — 6 classes

› 4.1 Identify Key Stakeholders in Quality Change Initiatives

› 4.2 Analyze Stakeholder Needs and Concerns

› 4.3 Develop Effective Communication Strategies for Stakeholder Engagement

› 4.4 Build Consensus Among Stakeholders for Change Initiatives

› 4.5 Implement Feedback Mechanisms for Ongoing Stakeholder Engagement

› 4.6 Evaluate the Impact of Stakeholder Communication on Change Outcomes

• 5 Monitoring, Evaluating, and Sustaining Change in Quality Management — 6 classes

› 5.1 Identify Key Performance Indicators for Quality Change

› 5.2 Develop a Monitoring Plan for Quality Management Initiatives

› 5.3 Implement Data Collection Techniques for Quality Assessment

› 5.4 Analyze Change Impact on Quality Performance Metrics

› 5.5 Create a Feedback Loop for Continuous Quality Improvement

› 5.6 Establish Strategies for Sustaining Quality Change Over Time

• 1 Foundational Leadership Principles in Quality Management — 6 classes

- › 1.1 Define Core Leadership Principles in Quality Management
- › 1.2 Identify Key Traits of Effective Quality Leaders
- › 1.3 Explore Models of Leadership in Quality Contexts
- › 1.4 Analyze the Impact of Leadership on Quality Outcomes
- › 1.5 Develop Strategies for Leading Quality Improvement Initiatives
- › 1.6 Implement Leadership Skills in Real-World Quality Scenarios

• 2 Building a Quality-Conscious Culture — 6 classes

- › 2.1 Identify Core Principles of a Quality-Conscious Culture
- › 2.2 Assess the Current Quality Culture Within Your Organization
- › 2.3 Develop Strategies to Foster Leadership Commitment to Quality
- › 2.4 Implement Communication Techniques for Quality Awareness
- › 2.5 Analyze Case Studies of Successful Quality Culture Transformations
- › 2.6 Create an Action Plan to Sustain a Quality-Conscious Culture

• 3 Strategic Leadership for Quality Improvement — 6 classes

- › 3.1 Define Strategic Leadership in Quality Management
- › 3.2 Analyze the Role of Vision and Mission in Quality Improvement
- › 3.3 Identify Key Leadership Skills for Quality Enhancement
- › 3.4 Develop Effective Communication Strategies for Quality Leadership
- › 3.5 Create a Strategic Quality Improvement Plan
- › 3.6 Evaluate Leadership Impact on Organizational Quality Culture

• 4 Engaging Stakeholders in Quality Initiatives — 6 classes

- › 4.1 Identify Key Stakeholders in Quality Initiatives
- › 4.2 Analyze Stakeholder Interests and Influences
- › 4.3 Develop Effective Communication Strategies for Engagement
- › 4.4 Facilitate Collaborative Meetings with Stakeholders
- › 4.5 Implement Feedback Mechanisms for Quality Improvement
- › 4.6 Evaluate Stakeholder Engagement Outcomes in Quality Programs

• 5 Leading Transformation: Quality as a Driver for Change — 6 classes

- › 5.1 Analyze Quality as a Catalyst for Organizational Change
- › 5.2 Identify Key Leadership Traits for Driving Quality Initiatives
- › 5.3 Develop a Vision Statement that Embeds Quality in Culture
- › 5.4 Design Effective Communication Strategies for Quality Transformation
- › 5.5 Implement Action Plans Aligning Quality Objectives with Business Goals
- › 5.6 Evaluate Success Metrics for Quality-Induced Change Initiatives

• 1 Fundamentals of Quality Evaluation — 6 classes

- › 1.1 Define Key Concepts in Quality Evaluation
- › 1.2 Explore Common Quality Metrics and Their Uses
- › 1.3 Analyze the Role of Standards in Quality Evaluation
- › 1.4 Assess the Importance of Data Collection Methods
- › 1.5 Implement Techniques for Effective Quality Measurement
- › 1.6 Apply Quality Evaluation Strategies to Real-World Scenarios

• 2 Quality Metrics and Measurement Techniques — 6 classes

- › 2.1 Define and Differentiate Key Quality Metrics
- › 2.2 Analyze the Role of Measurement Techniques in Quality Evaluation
- › 2.3 Explore Common Quality Metrics: KPIs and Beyond
- › 2.4 Implement Data Collection Methods for Quality Metrics
- › 2.5 Evaluate the Effectiveness of Quality Metrics Using Case Studies
- › 2.6 Design a Quality Metrics Dashboard for Ongoing Assessment

• 3 Data Collection and Analysis for Quality Assessment — 6 classes

- › 3.1 Understand Key Concepts of Data Collection in Quality Assessment
- › 3.2 Identify Appropriate Data Collection Methods for Quality Metrics
- › 3.3 Design Effective Data Collection Tools for Quality Evaluation
- › 3.4 Analyze Collected Data to Identify Quality Trends and Issues
- › 3.5 Implement Statistical Techniques for Quality Data Analysis
- › 3.6 Present and Interpret Quality Assessment Findings Effectively

• 4 Implementing Quality Evaluation Tools and Techniques — 6 classes

- › 4.1 Define Key Quality Evaluation Tools and Their Applications
- › 4.2 Analyze Metrics for Effective Quality Assessment
- › 4.3 Compare Quantitative and Qualitative Evaluation Techniques
- › 4.4 Implement a Quality Dashboard for Real-Time Monitoring
- › 4.5 Conduct a Case Study on Quality Evaluation Best Practices
- › 4.6 Create an Action Plan for Adopting Quality Evaluation Tools

• 5 Advanced Quality Metrics and Continuous Improvement — 6 classes

- › 5.1 Identify Key Performance Indicators for Quality Evaluation
- › 5.2 Analyze Data Collection Methods for Quality Metrics
- › 5.3 Apply Statistical Tools to Assess Quality Performance
- › 5.4 Design Continuous Improvement Plans Based on Metrics
- › 5.5 Integrate Stakeholder Feedback into Quality Metrics
- › 5.6 Evaluate the Effectiveness of Quality Improvement Initiatives

• 1 Fundamentals of Quality Improvement Techniques — 6 classes

- › 1.1 Define Key Quality Improvement Concepts
- › 1.2 Explore Historical Milestones in Quality Improvement
- › 1.3 Identify Core Quality Improvement Models
- › 1.4 Analyze Data for Quality Improvement Initiatives
- › 1.5 Implement Basic Quality Improvement Techniques
- › 1.6 Assess the Impact of Quality Improvement on Organizational Performance

• 2 Data Collection and Analysis for Quality Improvement — 6 classes

- › 2.1 Identify Key Performance Indicators for Quality Improvement
- › 2.2 Collect Quantitative Data Using Effective Sampling Techniques
- › 2.3 Utilize Qualitative Data Collection Methods for Insightful Analysis
- › 2.4 Analyze Data Using Statistical Tools for Quality Evaluation
- › 2.5 Interpret Data Results to Drive Quality Improvement Strategies
- › 2.6 Develop Action Plans Based on Data Analysis Findings

• 3 Lean Principles in Quality Management — 6 classes

- › 3.1 Identify Key Lean Principles in Quality Management
- › 3.2 Analyze Waste and Its Impact on Quality
- › 3.3 Implement Value Stream Mapping to Enhance Processes
- › 3.4 Apply the 5S Methodology for Workplace Organization
- › 3.5 Utilize Kaizen for Continuous Improvement Initiatives
- › 3.6 Develop Action Plans to Sustain Lean Practices

• 4 Six Sigma Methodology for Process Improvement — 6 classes

- › 4.1 Define the Six Sigma Methodology and Its Key Principles
- › 4.2 Identify the DMAIC Process: A Structured Approach to Improvement
- › 4.3 Explore Statistical Tools Used in Six Sigma Analysis
- › 4.4 Implement the Define Phase: Setting Goals and Project Scope
- › 4.5 Analyze Data in the Measure Phase: Collecting and Interpreting Metrics
- › 4.6 Apply Continuous Improvement Techniques: From Analysis to Actionable Solutions

• 5 Sustaining Quality Improvement Initiatives — 6 classes

- › 5.1 Analyze the Role of Leadership in Sustaining Quality Improvements
- › 5.2 Identify Key Metrics for Measuring Quality Improvement Success
- › 5.3 Develop Strategies for Engaging Stakeholders in Quality Initiatives
- › 5.4 Implement Continuous Feedback Mechanisms for Quality Sustainability
- › 5.5 Create a Roadmap for Long-term Quality Improvement Practices
- › 5.6 Evaluate the Impact of Quality Improvement Initiatives on Organizational Performance

• 1 Foundations of Quality Management Principles — 6 classes

- › 1.1 Define Key Quality Management Terminologies
- › 1.2 Explore the Historical Development of Quality Management
- › 1.3 Analyze the Role of Leadership in Quality Management
- › 1.4 Identify Core Principles of Quality Management Models
- › 1.5 Evaluate the Impact of Customer Focus on Quality Systems
- › 1.6 Apply Quality Management Principles to Real-World Scenarios

• 2 Quality Management Systems and Standards — 6 classes

- › 2.1 Define Key Concepts of Quality Management Systems
- › 2.2 Explore International Standards for Quality Management
- › 2.3 Analyze Components of Effective Quality Management Systems
- › 2.4 Evaluate the Benefits of Implementing Quality Standards
- › 2.5 Identify Common Quality Management Tools and Techniques
- › 2.6 Develop a Plan for Continuous Improvement in Quality Management

• 3 Implementing Effective Quality Strategies — 6 classes

- › 3.1 Analyze Current Quality Management Practices
- › 3.2 Identify Key Quality Improvement Opportunities
- › 3.3 Develop a Comprehensive Quality Strategy Framework
- › 3.4 Implement Quality Improvement Initiatives Effectively
- › 3.5 Evaluate the Impact of Quality Strategies on Performance
- › 3.6 Communicate Quality Achievements to Stakeholders

• 4 Quality Performance Measurement and Improvement — 6 classes

- › 4.1 Define Key Metrics for Quality Performance
- › 4.2 Analyze Data Sources for Quality Measurement
- › 4.3 Evaluate Performance Against Quality Standards
- › 4.4 Identify Opportunities for Quality Improvement
- › 4.5 Implement Quality Improvement Strategies
- › 4.6 Review Outcomes and Adjust Quality Objectives

• 5 Leadership and Cultural Change in Quality Management — 6 classes

- › 5.1 Define Leadership Roles in Quality Management
- › 5.2 Identify Key Cultural Elements Affecting Quality
- › 5.3 Analyze the Impact of Leadership on Quality Culture
- › 5.4 Develop Strategies for Cultural Change in Quality Management
- › 5.5 Implement Leadership Techniques to Foster Quality Improvement
- › 5.6 Evaluate the Effectiveness of Cultural Change Initiatives

• 1 Understanding Quality Management Systems in Strategic Context

— 6 classes

- › 1.1 Define Quality Management Systems and Their Importance
- › 1.2 Explore Key Components of Quality Management Systems
- › 1.3 Analyze the Role of Quality Management in Strategic Planning
- › 1.4 Identify Regulatory and Compliance Standards in Quality Management
- › 1.5 Evaluate Quality Management Frameworks and Models
- › 1.6 Implement a Quality Management System in a Strategic Context

• 2 Aligning Quality Objectives with Business Strategy — 6 classes

- › 2.1 Analyze Business Strategy for Quality Alignment
- › 2.2 Define Quality Objectives Based on Business Goals
- › 2.3 Identify Key Performance Indicators for Quality Success
- › 2.4 Develop Action Plans to Achieve Quality Objectives
- › 2.5 Implement Quality Objectives Across Departments
- › 2.6 Evaluate and Adjust Quality Objectives for Continuous Improvement

• 3 Developing Strategic Quality Plans — 6 classes

- › 3.1 Analyze Current Quality Practices for Strategic Improvement
- › 3.2 Identify Key Stakeholders in Quality Strategic Planning
- › 3.3 Define SMART Objectives for Quality Enhancement
- › 3.4 Develop a Contingency Framework for Quality Challenges
- › 3.5 Integrate Data Analytics in Quality Decision-Making
- › 3.6 Create an Action Plan to Implement Strategic Quality Initiatives

• 4 Implementing and Communicating Quality Strategies — 6 classes

- › 4.1 Assessing Current Quality Practices for Strategic Improvement
- › 4.2 Developing Measurable Objectives for Quality Strategies
- › 4.3 Engaging Stakeholders in Quality Strategy Development
- › 4.4 Crafting a Communication Plan for Quality Initiatives
- › 4.5 Implementing Quality Strategies Through Team Collaboration
- › 4.6 Evaluating and Adjusting Quality Strategies Based on Feedback

• 5 Measuring and Evaluating Quality Performance — 6 classes

- › 5.1 Define Key Quality Performance Metrics
- › 5.2 Explore Tools for Measuring Quality Performance
- › 5.3 Analyze Data Collection Techniques for Quality Assessment
- › 5.4 Evaluate Quality Performance Against Industry Standards
- › 5.5 Develop Strategies for Continuous Quality Improvement
- › 5.6 Implement a Quality Performance Review Process