

QUALITY IMPROVEMENT PROCESS & MANAGEMENT

For organisations that are built to last, the principle of continuous improvement in work processes is seen in their operations and also in staff attitudes.

This programme comprehensively deals with quality, its concepts, delivery and improvement processes as well as management responsibilities.

Learning Objectives

Participants will:

- Define work processes and outputs
- Learn analytical approach to continuous improvement
- Know processes certification criteria
- Work with others to achieve synergy
- Meet and exceed customer expectations

Learning Contents

- Quality management overview
 - Quality delivery process
 - Standards and measurement
 - Identifying processes for improvement
- Cost of a quality approach
- Charting work process flow
- Use of relationship maps
- Redesigning work processes

- Cross-functional process management – building collaboration
- Continuous improvement tools
- Installing a ‘new’ process
- ISO process certification criteria
- Change management

Physical	Virtual (local)	Virtual (International)
₦ 250,000.00	₦ 209,900.00	\$ 165.00

Discounts off regular fees for open programmes: 3-5 nominations – 5%

Programme also available as in-plant. Fee: Negotiable

Who Should Attend?

Officers and managers responsible for improving work output

February 11 – 13,

May 6 – 8,

August 12 – 14,

November 11 – 13, 2026.

Property of Impact Consulting Nigeria.

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