

CQI-IRCA Introduction to Management Systems Course (Management Systems)

Overview

This course should provide delegates with an awareness of management systems in general. Delegates should leave the course with the capability to explain to others how customer and stakeholder requirements relevant to their organisation can be used to develop a management approach focused on sustaining improvement in customer satisfaction.

Objectives of Course

Delegates will, at the end of the course be able to:

- explain how a management system is structured and give examples of typical frameworks
- explain the importance of customer/stakeholder understanding
- explain how a management system framework can be extended through the supply chain
- describe the different levels of improvement and how they integrate into a management system
- explain how policy deployment can address issues with customers/stakeholders
- explain how measures are important in a process-management-based management system
- describe how the scope of a management system is developed
- be a quality advocate and systems thinker.

Course Duration

1 full Day: 9am- 5pm

Assessment

None

Prerequisite Courses

Delegates are expected to have the following prior knowledge:

None required

Detailed Course Outcomes

Delegates will as a minimum, come out of the course able to do the following:

1. **Governance – The learner will be able to explain how a management system is structured and give examples of typical frameworks.**
 - The learner can define standard, certification and assessment
 - The learner can describe the assessment and certification process
 - The learner can draw a framework of a management system standard and show how this relates to clauses of the standard and the Plan-Do-Check-Act (PDCA) cycle
 - The learner can draw a schematic of a process

- The learner can draw a schematic of an organisational framework represented as a system of processes
- The learner can define the purpose of audit in the context of a management system.

2. Assurance - The learner will be able to explain the importance of customer/stakeholder understanding.

- The learner can describe the benefits of a customer focused organisation
- The learner can describe the purpose of quality planning in meeting customer/stakeholder requirements.

2.1. The learner will be able to explain how a management system framework can be extended through the supply chain.

- The learner can define an external partner
- The learner can describe how external partners influence an organisation's processes
- The learner can describe a process based supply chain
- The learner can draw a representation of a supply chain.

3. Improvement - The learner will be able to describe the different levels of improvement and how they integrate into a management system.

- The learner can define corrective action, continual improvement, breakthrough change, innovation and re-organisation
- The learner can describe when different types of improvement are required.

3.1. The learner will be able to explain how policy deployment can address issues with customers/stakeholders

- The learner can describe the purpose of quality planning in improvement programmes
- The learner can describe the purpose of risk-based thinking in addressing both risks and opportunities.

3.2. The learner will be able to explain how measures are important in a process-management-based management system.

- The learner can give examples of measures of customer satisfaction
- The learner can define an effective measure
- The learner can describe how measures are used for evaluation and how they relate to the PDCA cycle
- The learner can describe how measures are used in process management.

4. Context - The learner will be able to describe how the scope of a management system is developed.

- The learner can describe examples of the external context of an organisation including, but not limited to, market, technological, legal, regulatory and societal standards
- The learner can describe examples of the internal context of an organisation including, but not limited to, values, culture, knowledge and performance
- The learner can give examples of how the products and services that define scope are documented.

5. Leadership - The learner will be able to be a quality advocate and systems thinker.

- The learner can name and describe the seven quality management principles
- The learner can describe the organisational benefits of a management system
- The learner can define "Process Management"
- The learner can define "Risk-based approach".

