COURSE OVERVIEW LE1011-2D
Quality Assurance Implementation in Company Operations

Course Title
Quality Assurance Implementation in Company Operations

Course Reference
LE1011-2D

Course Duration
Two days/1.2 CEUs/12 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	May 04-05, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
2	July 21-22, 2025	Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
3	September 28-29, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
4	November 10-11, 2025	Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Quality Assurance Implementation in Company Operations. It covers the quality assurance (QA) and quality management systems (QMS); the QA planning and strategy development, standard operating procedures (SOPs) and documentation; the roles and responsibilities in QA implementation including process mapping and quality planning tools; the quality audits, audit reporting, corrective actions and management review processes; and the and document non-conformities, root cause analysis techniques, corrective and preventive actions.

During this interactive course, participants will learn the supplier selection and evaluation criteria, QA in procurement and logistics and collaborating with suppliers for quality improvement; the key QA performance indicators (KPIs) and quality dashboards and reporting tools; the data-driven decision making, benchmarking, trend analysis, employee training and competency development; the training needs in QA, quality awareness programs and the effectiveness of QA training; and the Lean and Six Sigma tools and Kaizen and PDCA (plan-do-check-act) cycle.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on quality assurance implementation in company operations
- Discuss quality assurance (QA) and quality management systems (QMS)
- Carryout QA planning and strategy development, standard operating procedures (SOPs) and documentation
- Recognize roles and responsibilities in QA implementation including process mapping and quality planning tools
- Prepare and conduct quality audits as well as apply audit reporting, corrective actions and management review processes
- Identify and document non-conformities and apply root cause analysis techniques, corrective and preventive actions
- Apply supplier selection and evaluation criteria, QA in procurement and logistics and collaborating with suppliers for quality improvement
- Identify key QA performance indicators (KPIs) and quality dashboards and reporting tools
- Carryout data-driven decision making, benchmarking and trend analysis and employee training and competency development
- Identify training needs in QA, develop quality awareness programs and evaluate the effectiveness of QA training
- Discuss Lean and Six Sigma tools and Kaizen and PDCA (plan-do-check-act) cycle

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of quality assurance implementation in company operations for project managers and team leads, quality assurance professionals, software developers and engineers, product owners and business analysts, process improvement specialists, compliance and regulatory officers, operations and support teams, internal auditors and anyone involved in SDLC or process management.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Paul Patsi, MSc, BSc, is a **Senior Management Consultant** and an **International Expert** in **Analytical Chemistry Water & Treatment Technology** with over **20 years** of extensive experience in **Analytical Laboratory** and **Water & Wastewater Treatment Engineering**. His expertise covers **Laboratory Assessment**, **Microbiological Quality Assurance**, **Analytical Chemistry**, **Statistical Analysis**, **Laboratory Safety**, **Equipment & Infrastructure Management**, **Budgeting & Planning of Laboratory Consumables**, **Business Administration**, **Personnel Management**, **Laboratory Management**, **Chemical Analysis**, **Laboratory Auditing**, **Risk Assessment**, **Microbiological Analysis of Water & Waste Water**, **Waste Water Treatment Analysis**, **Water Chemistry**, **HACCP**, **ISO 22000**, **ISO 17025**, **ISO 9001**, Good Manufacturing Practice (**GMP**), Good Hygiene Practice (**GHP**) and Good Laboratory Practice (**GLP**). He is also an expert in microbiological indoor air quality, water biology, food sampling and calibration. He is currently the **Head of Industrial Analytical Laboratory** of PINDOS wherein he is in-charge of the budgeting, auditing, consumables, suppliers, personnel management, equipment and infrastructure management along with waste water treatment and water/environmental legislation.

During his career life, Mr. Paul has held key positions such as the **Head of Microbiology & Chemical Laboratory**, **Head of Quality Control**, **Technical Consultant**, **Research Projects Specialist**, **Scientific Consultant**, **Biologist-Scientific Expert** and **Biologist** for multi-billion companies like the **European Union**, **Help LTD**, **Lake Pamvotis Municipality Company**, **Hellenic Centre for Marine Research**, **Cargill** and **Nestle** just to name a few.

Mr. Paul has a **Master** degree in **Food Science and Food Technology** from the **University of Ioannina** (**Greece**) and a **Bachelor** degree in **Biology** from the **Aristotle University of Thessaloniki** (**Greece**). He is a **Certified Instructor/Trainer** and a **Member** of the **Society for Applied Microbiology**, **Society of Biological Scientist** and the **Global Coalition for Sustained Excellence in Food & Health Protection**.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US$ 2,750 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Introduction to Quality Assurance (QA)*** *Definition and Importance of QA in Operations • Difference between QA and Quality Control (QC) • Key Objectives of QA Implementation • Historical Evolution of QA in Industries*
0930 – 0945	*Break*
0945 – 1030	***Quality Management Systems (QMS) Overview*** *ISO 9001 and Other QMS Standards • Structure and Components of a QMS • Benefits of Implementing a QMS • Case Studies on Effective QMS Deployment*
1030 – 1130	***QA Planning & Strategy Development*** *Establishing QA Goals and Policies • Risk-Based Thinking in QA Planning • Identifying Quality Objectives and KPIs • Integrating QA with Business Strategies*
1130 – 1215	***Standard Operating Procedures (SOPs) & Documentation*** *Importance of Documentation in QA • Writing and Managing SOPs • Document Control and Revision Procedures • Training Employees on SOP Compliance*
1215 – 1230	*Break*
1230 – 1330	***Roles & Responsibilities in QA Implementation*** *QA Team Structure and Responsibilities • Cross-Functional Collaboration for QA • Role of Top Management in Quality Leadership • Engaging Employees in QA Initiatives*
1330 – 1420	***Process Mapping & Quality Planning Tools*** *Mapping Business Processes for QA • Use of SIPOC and Flowcharts • Applying FMEA (Failure Mode and Effect Analysis) • Identifying Critical Quality Control Points*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***QA Monitoring, Auditing, & Review*** *Internal versus External Audits • Preparing and Conducting Quality Audits • Audit Reporting and Corrective Actions • Management Review Processes*
0830 – 0930	***Non-Conformance & Corrective Action System*** *Identifying and Documenting Non-Conformities • Root Cause Analysis Techniques (5 Whys, Ishikawa) • Developing Corrective and Preventive Actions (CAPA) • Tracking and Evaluating CAPA Effectiveness*

0930 – 0945	*Break*
0945 – 1030	***Supplier Quality Assurance & Control*** *Supplier Selection and Evaluation Criteria • Supplier Audits and Scorecards • QA in Procurement and Logistics • Collaborating with Suppliers for Quality Improvement*
1030 – 1130	***Quality Metrics & Performance Evaluation*** *Key QA Performance Indicators (KPIs) • Quality Dashboards and Reporting Tools • Data-Driven Decision Making • Benchmarking and Trend Analysis*
1130 – 1230	***Employee Training & Competency Development*** *Identifying Training Needs in QA • Quality Awareness Programs • Skill-Building Workshops and Certifications • Evaluation and Effectiveness of QA Training*
1230 – 1245	*Break*
1245 – 1345	***Continuous Improvement & Quality Culture*** *Introduction to Lean and Six Sigma Tools • Kaizen and PDCA (Plan-Do-Check-Act) Cycle • Building a Culture of Quality Ownership • Sustaining Long-Term QA Success*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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