



MAINTENANCE MANAGEMENT TRAINING

Strategic Quality Management and Business Improvement

5 day course

Classroom, online or in-house

Course overview

This course treats quality as a strategic capability rather than an inspection function. Delegates work through quality strategy and its link to competitive position, the cost of quality including the failure costs organisations rarely calculate, management system design, supplier quality, customer feedback and complaint analysis, and the deployment of improvement priorities through an organisation. The programme also covers the measurement problem: most quality metrics report conformance to internal specification rather than anything a customer notices, and the course works on measures that reflect the latter.

What you will learn

- Link quality strategy to competitive position
- Calculate the cost of quality including failure costs
- Design a management system proportionate to the organisation
- Manage supplier quality and its assurance
- Analyse complaints and customer feedback for systemic causes
- Deploy improvement priorities through an organisation
- Select measures that reflect what a customer notices

Who should attend

- Quality managers and directors
- Operations and general managers
- Continuous improvement leaders
- Supplier quality and procurement staff
- Management system practitioners

Course outline

- 01 Quality as strategy rather than inspection
- 02 Cost of quality and the failure costs rarely calculated
- 03 Management system design and proportionality
- 04 Supplier quality and assurance
- 05 Complaint and feedback analysis for systemic causes
- 06 Deploying improvement priorities
- 07 Measures that reflect the customer experience
- 08 Reviewing and sustaining performance

Upcoming dates

Dates	Venue	Format	Fee per delegate
8 to 12 February 2027	Online	Online	R8,500
15 to 19 March 2027	Nairobi, Kenya	Classroom	USD 1,325
22 to 26 March 2027	Cape Town, South Africa	Classroom	R19,950

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request.



Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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