

MBA in Quality Management: Driving Organizational Excellence

2027 000000 20 – 16
Accra (Ghana)

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Quality is no longer a department—it's a competitive advantage and a strategic imperative. Modern leaders must understand how to integrate quality management principles into organizational strategy, foster a culture of excellence, and ensure that processes consistently deliver value to customers and stakeholders.

What You'll Learn and Practice

- Understand the evolution and principles of modern quality management.
- Apply core quality tools and methodologies such as SPC, Lean, Six Sigma, and QFD.
- Lead structured improvement initiatives using performance measurement systems.
- Implement and audit quality management systems, including ISO 9001.
- Champion a culture of quality through effective leadership and change management.

Day 1: Foundations of Quality Management

- Evolution of quality management and global best practices.
- Core philosophies: Deming, Juran, Crosby, and modern excellence models.
- Quality management principles and strategic relevance.
- Introduction to Total Quality Management TQM as a holistic system.
- Exercise: Linking quality principles to organizational vision and strategy.

Day 2: Quality Management Tools and Techniques

- Statistical Process Control SPC and interpreting control charts.
- Six Sigma methodology and its integration with organizational processes.
- Lean management principles for waste reduction and efficiency.
- Quality Function Deployment QFD for voice-of-customer alignment.
- Workshop: Applying SPC and Lean tools to a real process scenario.

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Day 3: Process Improvement and Performance Measurement

- Process mapping flowcharts, SIPOC, VSM and process analysis methods.
- Root cause analysis tools: 5 Whys, Fishbone Diagram, fault-tree analysis.
- Defining and using Key Performance Indicators KPIs.
- Introduction to the Balanced Scorecard for strategic alignment.
- Case Study: Building a performance dashboard using KPIs and BSC principles.

Day 4: Quality Management Systems and Standards

- Overview of ISO 9001 and key QMS requirements.
- Designing, implementing, and auditing ISO-based quality systems.
- Continuous improvement methodologies PDCA, Kaizen, DMAIC.
- Benchmarking and global best practices for excellence.
- Activity: Conducting a mock audit and identifying gaps in a sample QMS.

Day 5: Leadership and Culture for Quality Excellence

- Leadership roles and competencies for driving quality.
- Creating a culture of quality, accountability, and continuous improvement.
- Change management strategies for successful quality initiatives.
- Future trends: digital quality, Industry 4.0, and AI in quality management.
- Workshop: Developing a strategic quality roadmap and culture transformation plan.

Individual Impact

- Ability to design and implement robust quality management strategies.
- Enhanced analytical and leadership skills for quality-driven decision-making.
- Mastery of essential tools to improve processes and optimize performance.
- Clear action plan to strengthen quality culture within the organization.

Organizational Impact

- Stronger alignment of quality initiatives with strategic objectives.
- Improved efficiency, reduced waste, and higher consistency in outputs.
- Enhanced customer satisfaction through standardized, high-quality processes.
- A sustainable culture of excellence embedded across teams and departments.

Training Methodology

This program combines practical application with executive-level insights through:

- Real world case studies and simulations
- Tool-based workshops and hands-on exercises
- Group collaboration and guided discussions

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A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is white and black squares, with a subtle circular pattern in the background.

- Templates, toolkits, and frameworks ready for immediate use

Beyond the Course

Participants will leave equipped with the mindset, methods, and strategies needed to embed quality into every level of the organization—ensuring long-term excellence, innovation, and customer value.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in gold and silver, set against a background of concentric circles.

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