SKILLS BOOTCAMP IN QUALITY MANAGEMENT LEARNING OUTCOMES

What is a QMS
📅 :Week 1
⏰ 6 hrs

- Know the purpose of a quality management system
- Understand the 8 principles of quality management
- Know the main clauses of the ISO9001 standards
- Understand risk-based thinking
- Be able to complete a SWOT Analysis
- Understand Organisation Structures

What are core processes
📅 :Week 2
⏰ 6 hrs

- Understand the differences between core and Support processes
- Be able to identify your organisations core processes and identify the supporting processes
- Understand why detail is required within core processes
- Be able to create core process turtle diagrams
- Be able to identify SMART KPI's

Internal Auditing P1
📅 :Week 3
⏰ 6 hrs

- Think Sharp – I challenged assumptions and stayed alert to hidden risks.
- Build Bridges – Strengthened trust and communication with stakeholders.
- Speak Smart – Adapted my style to suit technical and senior audiences.
- See the Big Picture – Linked audit findings to wider business strategy.
- Drive Change – Suggested practical improvements beyond just compliance.

Internal Auditing P2
📅 :Week 4
⏰ 6 hrs

- Own the Process – Led audits from planning to reporting with confidence.
- Risk First – Focused audit scope on areas of greatest impact.
- Test What Matters – Verified if controls really work, not just on paper.
- Report Right – Delivered clear, balanced findings backed by evidence.
- Learn & Level Up – Took every audit as a chance to grow professionally.

Lean Metrics
📅 :Week 5
⏰ 6 hrs

- Have a good understanding of lean metrics
- Understand what 'Lean Metrics' and the 'Cost of Quality' really mean!
- Introduction to the varying types of data
- Understand and apply Kano analysis
- Understand and apply SIPOC
- Calculate relevant Lean Metrics

Problem Solving
📅 :Week 6
⏰ 6 hrs

- Be able to understand why effective decision-making is a skill of self-management
- Be able to identify the philosophy that supports problem-solving
- Be able to prioritise the identification of associated costs of undetected problems
- Be able to identify problems using effective tools and techniques
- Be able to understand the types of problem-solving approaches
- Be able to conduct Practical Problem Solving (PPS) approaches

Together, we can grow your business.

NCFE

Project Management P1
📅:Week 7
⏰ 6 hrs

- Define what a project is, including its characteristics and how it differs from business-as-usual activities.
- Identify and describe the key components of a project, such as scope, time, cost, quality, and stakeholders.
- Explain the roles and responsibilities within a project team, with an introduction to stakeholder engagement.
- Interpret and apply a RACI chart to clarify roles and accountabilities within a project.
- Recognise common project risks and issues, and describe methods for identifying, assessing, and logging them.

Project Management P2
📅:Week 8
⏰ 6 hrs

- Describe the purpose and use of key project management tools, such as Gantt charts, Kanban boards, risk registers, and project logs.
- Use project management tools to monitor progress, manage resources, and control changes within a project.
- Develop a basic project plan, including milestones, timelines, and resources.
- Create a risk management plan, identifying mitigation strategies and escalation paths.
- Demonstrate the ability to coordinate project activities,

Supplier Performance
📅:Week 9
⏰ 6 hrs

- Describe the key components of a supply chain and their interdependencies.
- Analyse how supply chain performance affects organisational success.
- Identify strategies for managing supplier relationships and improving collaboration.
- Evaluate the impact of global, economic or environmental issues on supply chain continuity.
- Demonstrate how to use basic data tools (e.g., stock levels, lead times) to manage supply chain risks.

Effective Communication
📅:Week 10
⏰ 6 hrs

- Identify communication styles and practice active listening
- How to use non verbal cues and interpret body language
- Be able to present clear messages and use digital tools in communication
- Overcome communication barriers
- Provide simple and well rounded feedback

Managing Change
📅:Week 11
⏰ 6 hrs

- What is change management
- How to implement change
- Roles and responsibilities within change
- Communication and change
- Innovation and creativity in change
- Methods for managing change
- Risk in change

Risk Assessment
📅:Week 12
⏰ 6 hrs

- Understand what a risk assessment is
- Understand the differences between a hazard and a risk
- Understand how to complete a risk assessment with suitable and sufficient information included
- Understand how to implement reasonably practicable control measures
- Understand the principles of manual handling and safe lifting techniques

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