

Higher Diploma/Certificate:

Management of Quality

Number of written papers:

1 of 2

Written Exam duration:

3 hours

Practical & Oral Exam:

No

Updated: 1st September 2010

October 2010

NOTE: The legislation outlined in this syllabus is not an exhaustive list. Candidates will be required to answer questions in accordance with this syllabus and the legislation in force on the day of the examination.

Aim:

To provide the candidate with an understanding and knowledge of Quality Management and its application in the public sector.

Learning Outcomes:

The competence for this module is the demonstration of knowledge and understanding of

1. The philosophy of quality management systems
2. The roles, hierarchies and inter-relationships of various organisations involved quality management and quality assurance
3. The requirements of relevant international quality management system standards
4. The process of developing, obtaining and maintaining certification of a quality management system
5. The concepts of probability and statistical sampling as a means of gathering evidence and information

Indicative areas of knowledge:

- Introduction to philosophy and concepts of quality
- Quality control, quality assurance, quality management
- Organisations concerned with quality assurance and management: standards bodies, accreditation bodies, certification bodies: roles, hierarchies, interrelationships including the role of UKAS and application of ISO 17021 to the accredited certification process
- Quality management systems & related management systems
- ISO 9000 family of standards
- ISO 9001 : requirements of quality management systems
- Achieving and maintaining certification to ISO 9001 including relevance of ISO 19011, ISO 17000 series
- Auditing principles and procedures including use of ISO 19011
- Due diligence & quality systems evaluation
- Quality in the public sector – e.g. use of ISO 17025, notified body status, Customer Service Excellence and other relevant quality awards
- Statistical Techniques: probability, statistical process control, control charts, sampling, statistical sampling plans, sample integrity
- The importance of people in the delivery of quality.
- TQM, EFQM Excellence Model, Improvement programmes and benchmarking;
- Continual improvement and problem solving
- Value of unaccredited certification

The following terms have been used to indicate the level of knowledge required in each element:

Detailed: To an in-depth level, and with a fine degree of distinction between concepts

Working: With the ability to apply the learning to situations so as to resolve problems

Basic: Having an awareness of the organisations and concepts

Assessments will reflect the requisite level of knowledge in each given area of the syllabus

Syllabus

A detailed knowledge of:

- the philosophy and concepts of quality and quality management systems, i.e. the culture, costs & benefits, definitions, terminology, importance of customers and people and the role of quality as a means of ensuring compliance with legislative requirements
- the roles and relationships of standards bodies (BSI, CEN, ISO), accreditation bodies (UKAS), certification bodies, inspection bodies
- sampling techniques, i.e. use of probability, statistical process control, control charts, sampling, statistical sampling plans, sample integrity, relationship between size of sample and confidence intervals

A working knowledge of:

- quality management system standards (ISO 9000, ISO 9001, ISO 9004, ISO 19011) and related management system standards and protocols (ISO 14001, BS OHSAS 18001)
- related standards (ISO 17021, ISO 17025) and the application of standards in EU Trading Standards legislation e.g. EN 45501

A basic knowledge of:

- Setting up, operating and maintaining a quality management system, i.e. the route to certification, internal audit, management review, external audit, continuous improvement and documentation.