



BSI Diploma In Quality Management

TAKE YOUR PROFESSIONAL
DEVELOPMENT A STEP FURTHER

raising standards worldwide™



The successful completion of the Diploma in Quality Management will serve to empower candidates and confirm professional credibility. In addition, the BSI brand and the global recognition of the ISO 9001, standard will ensure that the completion of this course is a globally recognised achievement.



MAKE YOUR MARK, MAKE AN IMPRESSION

Take the professional route to Quality Management

BSI has produced an outstanding work-based learning course. It is ideal for all those involved at either strategic or operational level in implementing quality management and process improvements.

The course is designed to develop an understanding of quality management from first principles to system design, enabling students to apply their knowledge in any type of organisation.

The management system standard, ISO 9001, is covered comprehensively in the context of the broad application of quality management. This novel approach to the standard will identify benefits for both “registered” and “unregistered” organisations, where its use as a tool to achieve continual improvement is emphasised.

“My role has actually changed as a direct result of this diploma. This course has been a marvellous source of information for me. My confidence has grown and my job satisfaction has greatly increased. The attitudes and responses to me have changed dramatically since I began this course.”

THE BENEFITS:

- You will achieve a professionally recognised BSI qualification
- You will benefit your organisation by an increased ability to improve its performance and customer satisfaction
- Application of the knowledge gained will lead to financial benefits for your organisation
- You will enhance your career development
- Completing the course will contribute towards continuing professional development

THE PROGRAMME WILL:

- Enable you to structure your Quality Management System (QMS)
- Show how to manage the cycle of continuous improvement
- Enhance your knowledge and application of quality management tools

A TASTE OF WHAT YOU'LL DISCOVER AND LEARN

The 11 modules cover

- The concept of quality
- The basics of quality management systems
- A QMS for your organisation
- Understanding and controlling your business process
- Continual improvement
- Understanding the ISO 9001 standard
- People - roles and relationships in a Quality organisation
- Documenting a quality system
- Managing registration projects
- Cost savings, increased profitability and other benefits of a successful QMS
- Beyond registration

NEED FURTHER ASSISTANCE?

For further information, or to discuss your specific training requirements, please contact us; we will be delighted to help T: +44(0)845 086 9000



YOUR QUESTIONS ANSWERED

WHAT DOES THE COURSE AIM TO DO?

To provide a basic understanding of the concepts and practice behind Management Systems. In providing this knowledge, continual improvement is highlighted, thus enabling the student to assess the value of such systems.

In defining the roles of people in the organisation, the operating systems and processes can be improved and understood in context. The requirements of ISO 9001 will be understood for effective implementation and as a tool for continually improving performance.

Knowledge of enhanced systems for achieving financial gains will be appreciated, with an aim to stimulate thinking towards long-term future actions.

WHAT IS THE QUALIFICATION?

Upon successful completion of the course you will be awarded "The BSI Diploma in Quality Management", which is equivalent to an NVQ level 3 course.

WHAT WILL I HAVE TO DO?

You will need to successfully complete the questions and exercises based on the eleven self-study modules of the course. You will perform exercises involving individual work as well as teamwork with colleagues and your organisation. You will be required to submit your responses to the questions and exercises for assessment by your BSI tutor as you work through the course. You should be able to complete the course in a maximum of nine months, and with a minimum of 90 hours' study. You will be free to allocate your time to the course to suit yourself. You will be allocated to one tutor who will see you through the course. A tutorial support/helpline and e-mail address will be available for queries and help.

HOW MUCH DOES IT COST?

£1395.00 + VAT

HOW DO I APPLY?

Simply complete and return the form in this leaflet with your remittance and we will despatch the materials to you together with workbooks and full instructions.

We all seek “quality”, whether in the course of doing business, or in our daily lives.



A SAMPLE MODULE

The following contains an excerpt from the course learning material within the BSI Diploma in Quality Management Distance Learning Course Folder. This includes an example of the modules and activities and will provide potential candidates with a useful insight into the nature of the course.

MODULE 1

The Concept of “Quality” in your Organisation

WHAT IS QUALITY?

“Quality” is a concept. Although many attempts to do so have been made, it does not lend itself to any simple definition. What is important is that you and your organisation develop a jointly owned understanding of “quality” as it applies to you. Such an understanding should be generated internally if it is to be owned by, and useful to, the organisation. The challenge is to generate a common understanding throughout.

The process of achieving such an understanding will be easier if people’s instinctive, but often not articulated, understanding is tapped. We all seek “quality”, whether in the course of doing business, or in our daily lives. We expect to receive a “quality” service or product when we visit, shops, take our car to be serviced, visit the doctors; the list is virtually endless.

MODULE 1

Activity 1.1

BEFORE READING ANY FURTHER

Ask yourself the question: **how do I as a customer recognise a quality organisation?**

This question can be extended by asking: **how, in general, do customers recognise a quality organisation?**

It might be helpful to put these questions to a few colleagues and add their responses. Note that there are no absolute “right” or “wrong” answers. Record your thoughts in the Activities Workbook provided.

Now ask yourself: **how do its employees recognise a quality organisation?**

Again, feel free to consult your colleagues. Record your thoughts in the Activities Workbook.

Now look at the “Customer” and “Employee” lists provided below. These are answers to the questions above, given by many employees of other organisations. Add any of these responses to your own lists if you think they are applicable to your organisation.

COURSE PACK CONTENTS



COURSE PACK



MODULES



WORKSHOPS



SUPPORT DOCUMENTS

“Module 2 led me to think in depth about processes and to realise that only when it was fully understood could opportunities for improvements be identified. Module 10 made me realise just what potential there was in my organisation for saving money by introducing relatively simple processes”

BSI TRAINING – MANAGING YOUR DISTANCE LEARNING

STARTING THE COURSE

It is suggested that you start the course as soon as you receive the first set of modules. Shortly after receiving the modules you will receive a call from your tutor. The tutor will go over the course protocols with you and together you can agree submission dates for the modules. From here you can create the study plan. The tutor will also discuss how the feedback to you will be issued, following the assessment of your assignments.

The eleven modules are issued to you in three phases.

SUBMISSION OF ASSIGNMENTS

Modules should be submitted in line with your agreed study plan. While the dates of submission are not fixed, it is essential that you advise your tutor if you are not going to meet them. Tutor time will have been allocated to review your submissions and this will need to be reallocated without delay.

Where the tutor requires re-submission of the modules, the study plan will need to be amended accordingly.

FEEDBACK

BSI will provide you with feedback from the submitted assignments within two weeks of your agreed submission date.

If for any reason the duration will be longer than two weeks you will be notified accordingly.

ADMINISTRATION AND MAINTENANCE FEES

There is no administration fee associated with the course. The advised duration for course completion is nine months. If after twelve months of receiving the course materials you have not completed the course BSI will charge a maintenance fee of £200 +VAT.

Where you do not wish to complete the course a refund of the course fee or issue of the subsequent modules cannot be made.





Make your mark,
make an impression

BSI

Kitemark Court
Davy Avenue
Knowlhill
Milton Keynes
MK5 8PP
United Kingdom

T: +44 (0)845 086 9000

F: +44 (0)1908 81 4920

training@bsigroup.com

www.bsigroup.co.uk/9001Distance

