

Quality Process Analyst

Course Objectives

The program offered is designed to coach and mentor participants with skills as well as technical knowledge required of a process analyst in solving solves quality problems and participating in quality improvement projects.

The programme coverage includes; Quality Basics, Problem Solving and Improvement, Data Analysis and Customer-Supplier Relations. The course will look at how process analysts can support the attainment of organisational goals, whilst ensuring customer satisfaction and focus. At the end of the course, participants will be able to assist in driving organisation's own quality programme.

Course Contents

- **Quality Basics;** Identify appropriate behaviours for situations requiring ethical decisions.
- **Quality planning;** Cost of quality (COQ) Quality standards, requirements, and specifications, Documentation systems, Audits
- **Teams;** Training components
- **Problem Solving and Improvement;**
- **Data Analysis;** Terms and definitions, Data types and collection methods, Sampling, Measurement terms & Statistical process control (SPC)
- **Customer-Supplier Relations;** Internal and external customers and suppliers
- Customer satisfaction analysis, Product/process approval systems, Reliability. Supplier management
- **Elements of corrective and preventive action**
Material identification, status, and traceability
[NOTE: Product recall procedures will not be included.]

On successful completion you will be awarded the AOQ QPA Completion Certificate.

The candidates at the conclusion of the programme have the option of taking the ASQ certification Test. – The requirements for this are - Two years of work experience or an associate degree as a minimum

The preparation program will assist candidates in getting an understanding in quality tools and their uses and coaches the participates in quality improvement projects so that they can add value to their organisation.

	Member	Non-Member
Quality Process Analyst	\$ 1800	\$ 2200