



INTERNATIONAL
ACADEMY for
QUALITY

Progress Report (2016-2019)

Global Quality Program World Alliance for Quality Project International Trade Center Global Platform for Quality

Gregory H. Watson, PhD
23 May 2019



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Supplemental Reports:

- A. ITC e-Book “The Fundamentals of Quality”
- B. ITC e-Book “Basic Quality Professional Training Program
- C. BES e-Book “Revitalizing Quality in Africa: The Mombasa Lecture Series”

Gambian Youth Quality Champions

CREATING A QUALITY CONSCIOUS GAMBIA

In the context of the Youth Empowerment project (YEP) funded by the European Union and implemented by ITC, a team of youth Quality Champions are being developed and qualified to serve local businesses and entrepreneurs on a long term basis with the overall objective of creating a more quality conscious Gambia and by doing so contribute to youth employment and business success. This initiative is being implemented in close cooperation with the Gambia Standards Bureau (TGSB) and with the direct involvement of the Food Safety Authority of the Gambia (FSQA).

On the Quality Management side, over 30 future youth trainers and advisers have benefitted from a new qualification program rolled out by ITC in cooperation with the World Alliance for Quality. This training was developed and delivered by Dr. Gregory Watson, a high level international expert in quality management, and it involved several technical workshops combined with soft skills and on-the-job coaching on applied projects.



In late December 2018, 25 youth trainers were successfully awarded a “Basic Quality Professional Diploma” by ITC and the World Alliance for Quality. The last third and last round of the technical training delivered by Dr. Watson was completed on 25 January 2019.

“The pilot quality management training in The Gambia has been exciting for me”, says Dr. Watson. “We developed a coherent set of courses to develop a local community of quality professionals who have the potential to make very substantial contributions toward advancing the future of enterprises within The Gambia. I am very proud of our students and the way that they have stepped forward to form The Gambian Quality Association and to take an active part in training and coaching micro and small businesses to improve their productivity and efficiency and increase quality to meet global audiences. I expect that The Gambia will have a very much improved economy in a few years as a direct result of their efforts.” ~ Dr. Gregory H. Watson, lead instructor and developer of the program

"As an individual and also on behalf of The Gambian Quality Association (TGQA), I wish to remark that Quality Management for Development and Qualification of Youth Trainers has created an enabling



environment through competence building for youth contribution to national development. The initial impetus of The Gambian Quality Association came from the YEP Quality Training Program. This pool of young Gambians including myself are making best use of the acquired qualification through application of the skills and knowledge to help businesses in The Gambia improve on their products and services for market competitiveness and value adding for export promotion. ~ Ismaila Jadama, President TGQA

“I wanted to give my testimony on the Quality Management Training and a wonderful skills course I attended last week and passed months so far. It has changed both my work and personal life in such a positive way already. I have been able to employ the skills and tips I learnt, with great results almost immediately. Dr. Gregory was very knowledgeable and was able to tailor the whole training to our individual needs as we are the first Quality professional trainees in The Gambia. The experience was a Total Success from its beginning to finish was faultless.” ~ Abdourahman M. Jeng.

“I learnt a lot from the program. It has improved my knowledge o quality a whole lot . My ability to train other is also deeply enhanced. Thank you Greg and team!!!” ~ Mariama Jammeh.



“I wish to thank the trainers and organizers for conducting this wonderful training. The training was good in the sense that it has enriched my knowledge in quality which I am prepared to use in my daily work and also to train individuals and enterprises to enhance their performances in the area of quality delivery.” ~ Sambujang Drammeh

“The training in my opinion has been educative and interactive. It is an opportunity for a young Gambian like myself and my compatriots to change and transform the realities of our domestic economy through the creation of wealth by helping to unlock potential though quality promotion for a thriving and booming economy.” ~ Modou Lamin Ceesay



Starting on 19 March, the same youth trainers benefitted from a 5-day LeanSix Sigma Greenbelt course as part of their qualification. This course will be implemented by Jukkis Turtiainen and Martijn Buivoets,

both lead instructors attached to the European Students of Industrial Engineering and Management (ESTIEM).

The youth trainers will apply their new learnings as they continue guiding a group of enterprises to implement quality improvement projects. While doing so, they are overseen and guided by trainers and international experts. This work will involve the implementation of quality improvement projects over a 6-8-month period as well as preparations for GHP as subsequently HACCP and ISO 9001 certification for those ready to commit. Initial results will be showcased at the GCCI gala scheduled In October 2019.

The Gambian Quality Association (TGQA) was created by the youth trainers with the support of YEP and TGSB. TGQA will serve as a platform for reaching out with some of the new services developed by this emerging corps of youth trainers. GCCI has also approved TGQA as participating in the Board of Examiners for the Gambian Excellence Award and training for the assessors is being planned in the summer of 2019 to prepare for the 2019 awards cycle which will result in an awards program at the GCCI gala event in October.



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International Trade Centre

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23 May 2019

Global Platform for Quality Progress Report (2016-2019)

REPORT DEVELOPED BY:

- Margareta Funder, Officer, Export Quality Management, International Trade Center
- Gregory H. Watson, Quality Program Manager and Instructor, World Alliance for Quality
- Jukka-Matti Turtiainen, Project Coach, European Students of Industrial Engineering and Management



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- 1 International Trade Center**
- 2 Global Platform for Quality**
- 3 Global Quality Program Details**
- 4 Deployment of Global Quality Program**



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GLOBAL PLATFORM FOR QUALITY 

The urgent challenge for humanity:



SUSTAINABLE DEVELOPMENT GOALS

Sufficiency in approach to develop sustainable quality of life:

- Economy
- Environment
- Energy
- Education
- Equality

Common goals for achieving results through a shared responsibility for advancing global capacity for living.

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GLOBAL PLATFORM FOR QUALITY 

The prayer and hope of the sage Kaoru Ishikawa:

“...that quality activities be spread everywhere in the world, that quality all over the world be improved, that costs be lowered, productivity be increased, that raw materials and energy be saved, that people all over the world be happy, and that the world prosper and be peaceful.”

Quality for humanity is a global social imperative!

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The International Trade Center (ITC) is a joint agency of the United Nations (UN) and the World Trade Organization (WTO).

Our Mission

To foster inclusive and sustainable growth and development through trade and international business development.

ITC's role:

To enable small business export success in developing countries, by providing, **in collaboration with external partners, sustainable, inclusive development solutions** to the private sector, trade support institutions, and policymakers. ITC projects typically last between two to four years and are conducted on a not for profit basis.



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Goals of the ITC:

Strengthen the **integration of the business sector** of developing countries into the global economy (policy level)

Improve the **performance of trade and investment support institutions** for the benefit of SMEs

Improve the **international competitiveness of SMEs**



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GLOBAL PLATFORM FOR QUALITY



What does the Global Platform for Quality do?

- 1. Product-market specific information**
 - Identifies mandatory market access requirements related to quality
 - Classifies applicable quality management and product quality standards
 - Describes expressed market preferences for quality characteristics
- 2. Knowledge sharing, learning and professional development**
 - Provides access to the latest know how, best practice & lessons learned
 - Designs and develops basic and advanced quality Learning and certification
 - Delivers basic and advanced training and develops local quality trainers
 - Links to local training & certification services
- 3. Advisory support**
 - Helpdesks
 - SME Self-diagnostics and progress tracking
 - Development of local advisers
 - Access to global expert network & local service providers
- 4. Outreach, networking and communication**
 - Quality awards for SMEs and service providers
 - Networking & marketing of SMEs advisers, experts and TSIs
 - Online user/service ratings & customer feedback



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Memorandum of Understanding for ITC and the member organizations of the World Alliance for Quality (WAQ).



- ✓ International Academy for Quality (IAQ)
- ✓ American Society for Quality (ASQ)
- ✓ European Organization for Quality (EOQ)
- ✓ Union of Japanese Scientists and Engineers (JUSE)




Three-year Memorandum of Understanding (MOU) signed in Helsinki, Finland on June 2nd 2016 at the EOQ Annual Conference.

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Basic and Advanced Quality Professional Certifications:



The GQP has two quality development programs to prepare people to design and develop quality management systems that are targeted to Small-to-Medium Enterprises (SMEs). Completion of the Basic and Advanced programs of study qualifies individuals to take certification examinations that will be sponsored by ITC and, upon the successful completion of these examinations, will result in recognition through a professional credential; that is internationally recognized as a career qualification in the practice of quality.



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Extended GPQ program collaboration:



In addition to collaboration with the World Alliance for Quality, GPQ is collaborating with ESTIEM to deliver training and with the national standards bureaus to manage the local programs.

















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GLOBAL PLATFORM FOR QUALITY

Global Platform for Quality Hoshin Plan:



Date: 12 August 2017	Process Owner: Margareta Funder	Period: June 2017 – June 2019	Page: _1
<p>Current State Analysis: The ability of developing nations to expand their economy and engage in international trade greatly depends upon the maturing of the SME sector of their economy. This sector is resource-constrained and not fully capable of meeting international demands for quality which can be a barrier to trade and competition. In order to improve the global market access and quality knowledge necessary for successful competition, SME's need to develop quality culture and capability. These are very costly investments which are not natural priorities in entrepreneurial development approaches.</p>			
<p>Improvement Goal: The goal of the ITC Global Quality Platform is to enhance the capability of SMEs to comply with market access requirements, quality standards and customer demands while remaining cost competitive by providing an authoritative source for knowledge about the practices and procedures of quality that can help them gain competitive advantage in global markets through a rapid, efficient and effective transfer of knowledge and expertise to SMEs on quality management best practices.</p>		<p>Objectives:</p> <ul style="list-style-type: none"> Consolidate and provide easy-to-access, accurate and current information on requirements for quality market access and performance standards including test and certification needs. Deliver knowledge regarding the fundamentals of quality management practices for SMEs to deliver competitively-priced quality products and services to global markets. Identify developmental pathways for SME's to reach levels of competitive quality practices through sustained emphasis on creation of value in their deliverables for export customers. Stimulate local access to quality awareness workshops for SME owners and provide access to basic training to facilitate the quality transformation as they mature from S-2-M. Develop a resource directory for quality training and service providers to support these proposed developmental programs and access to locally available expertise. Create opportunities for cross-organizational and multi-national sharing of good practices and success stories. Provide model "national quality initiatives" based on lessons learned in developed nations for coordinating national resources as a catalyst for private enterprise development. 	





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GLOBAL PLATFORM FOR QUALITY

Purpose of the Global Platform for Quality:

Developing national quality champions to establish and promote the training of quality methods and techniques in their nations to SME's.

GLOBAL PLATFORM FOR QUALITY

Develop local quality expertise and national infrastructure for establishing national goals for quality capacity, competence, and capability in developing nations.

Work through a network of professionals in the field of quality to design, develop, and deliver quality programs suitable for SME's.

Embedding quality competence into national trainer networks who collaborate to serve the nation's SME entrepreneurs.

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GLOBAL PLATFORM FOR QUALITY

Global Platform for Quality Implementation Plan:

Date: 23 May 2019	Process Owner: Margareta Funder	Period: June 2017 – June 2019	Page: 2_of_4
PLAN OF ACTION AND MILESTONES			
No.	Planned Improvement [Team Leader, Organization]:	Desired Outcome and Completion Milestone:	Status:
1	Global Platform for Quality (GPQ) software design, development, and maintenance [Margareta Funder, ITC]	<ul style="list-style-type: none"> Create website structure for GPQ which will include such features and functions as: related data base for trade barriers and certification requirements, white papers on the relationship of trade and quality, fundamentals quality training for SME business leaders (awareness training and basic introduction as online training), body of quality knowledge references, resource catalog for advanced development, and self-assessment tools (e.g., process maturity model). Establish a process for refreshing web-site content and maintaining currency of information. 	
2	Collection of content for quality management body of knowledge [Gregory H. Watson, IAQ]	<ul style="list-style-type: none"> Create architecture for GPQ body of quality knowledge. Cross reference GPQ body of quality knowledge to the distributed bodies of knowledge within the global quality community. Identify basic articles and training for taking "the second step" (e.g., beyond the on-line introduction to quality) for SMEs. 	
3	Development of SME quality training program [Gregory H. Watson, IAQ]	<ul style="list-style-type: none"> Develop White Papers relating trade and quality Develop quality introduction for SME business leaders Develop fundamental on-line quality training program Develop deliverable quality training at a basic level Develop good practices and case studies 	

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Global Platform for Quality Implementation Plan:

Date: 23 May 2019	Process Owner: Margareta Funder	Period: June 2017 – June 2019	Page: _3_ of _4_
PLAN OF ACTION AND MILESTONES			
No.	Planned Improvement (Team Leader, Organization)	Desired Outcome and Completion Milestone	Status
4	Management of Quality Deployment in Least Developed and Developing Nations [Margareta Funder, ITC / World Alliance for Quality Member Organizations]	<ul style="list-style-type: none"> Develop a position description and competence model for a national quality councilor and application of quality circles. Develop an approach for establishing "quality clusters" within a national economy. Conduct ad hoc capacity building projects in pilot countries for the deployment of quality as a regional or national initiative. 	
5	Contribution to ITC Trade Enhancement Projects [Margareta Funder, ITC / World Alliance for Quality Member Organizations]	<ul style="list-style-type: none"> Assist in deployment of quality initiatives in the targeted community of least developed nations and developing countries (ad hoc). Document good practices, lessons learned, and success stories from the deployment of these initiatives. 	
6	Development of Regional and National Professional Quality Organizations [Margareta Funder, ITC / World Alliance for Quality Member Organizations]	<ul style="list-style-type: none"> Develop a generic procedure for the establishment of a national quality organization and a prototype toolkit for its implementation. Assist in development of national quality organizations in pilot countries (ad hoc). Assist in development of a regional quality organization for South America and Africa. 	




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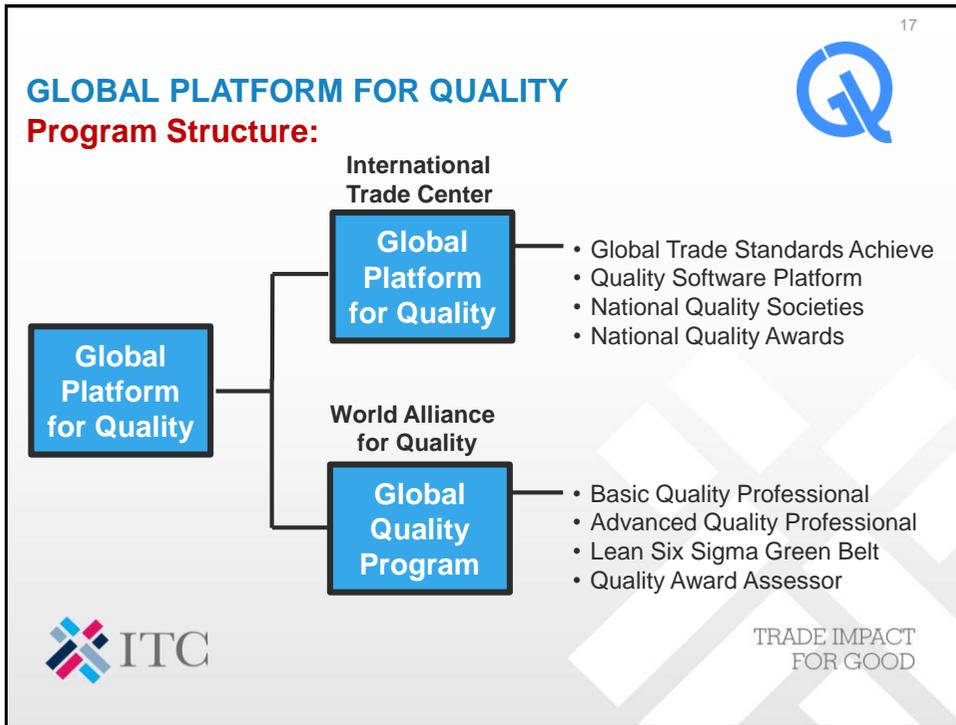
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Global Platform for Quality Implementation Plan:

Date: 23 May 2019	Process Owner: Margareta Funder	Period: June 2017 – June 2019	Page: _4_ of _4_
PLAN OF ACTION AND MILESTONES			
No.	Planned Improvement (Team Leader, Organization)	Desired Outcome and Completion Milestone	Status
7	Evaluate the Application of the IAQ/EOQ Continual Improvement Model (CIM) for application to SMEs. [Gregory H. Watson, IAQ]	<ul style="list-style-type: none"> Test CIM for application to SME organizations. Develop an assessment package to evaluate the current state of maturity in the use of methods identified in CIM. Develop a Competence Map for methods used in CIM and training requirements for its application. Align the CIM to the specific training programs that are included in the GQP body of knowledge. Develop training packages and train-the-trainer capability for use by national quality organizations to deploy CIM at a local level. 	




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GLOBAL PLATFORM FOR QUALITY



Timeline of Preliminary Program Management Activities – 2:

- Extended program to East African Community – JAN 2019
- Conducted initial Quality Champion training program in Kenya – FEB 2019
- Kenya National Quality Institute nominated as national promoter of GQP – FEB 2019
- Conducted initial Quality Champion training program in Rwanda – FEB 2019
- Initiated the Rwandan Quality Society – FEB 2019
- Conducted ESTIEM Green Belt Training Program in The Gambia – MAR 2019
- Conducted Quality Award Assessor Training in The Gambia – MAR 2019
- Conducted initial Quality Champion training in Tanzania – MAR 2019
- Conducted Initial Quality Champion training in Uganda – MAR 2019
- Provided support to start quality societies in Rwanda, Tanzania & Uganda (ongoing)
- Discussions with African Standards Organization (ARSO) to create a pan-African expert network of quality experts based on the ITC GPQ certifications (ongoing)
- Completed Basic Quality Professional Training in Kenya – APR 2019
- Completed Basic Quality Professional Training in Rwanda – APR 2019
- Completed Basic Quality Professional Training in Tanzania – APR 2019
- Completed Basic Quality Professional Training in Uganda – APR 2019
- Delivered Quality Lecture Series for Business Executives in Kenya – MAY 2019



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Purpose of the Quality Development Programs:

- Provide enabling resources to develop the human side of quality in micro-enterprises to Small-Medium sized firms through development of a global youth movement that is staffed by capable young people from developed nations who will dedicate their energy for a period of time to the mentoring, coaching and enablement of youth across the least developed nations in the world.
- Emphasis is on building quality in the work and financial dimensions of these organizations through sharing of the best practices of successful firms in developed along with proven methods to deliver sustainable quality results.



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Basic Quality Professional Development Program

The purpose of the Basic Quality Professional Certificate program is to prepare individuals with the basic competence in quality that is needed to for implementing an ISO9001 quality management system. This will include details of the disciplines of quality assurance, quality control, quality improvement, quality planning, and quality management.

This program will have a classroom component of six courses and an experiential component that will be satisfied by coaching a SME in the development of their quality program. Upon completion of these tasks the student will be qualified to take the course certification examination.



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Basic Quality Professional Curriculum – 1:

QUALITY 101: QUALITY ASSURANCE

Standard work must be managed effectively. When this work does not conform to quality requirements then corrective and preventive action (CAPA) must be taken to return the organization to compliance so that performance is acceptable in the marketplace. Quality assurance includes the basic testing of output delivered to product or service customers and entails the review of customer complaints and response to them so that the customer experience is assured at the standard level of performance (e.g., minimum acceptable level of performance). This organizational performance capability is achieved by conducting test procedures that assure conformance with documented requirements through “certificates of compliance” that report the outcomes of the tests. Quality assurance is a necessary and sufficient activity for local commercial success in a developing country.



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Basic Quality Professional Curriculum – 2:

QUALITY 102: QUALITY CONTROL

While Quality Assurance maintains performance above standard and manages outcomes to achieve a minimal level of results as defined by customers for a competitive market, Quality Control ratchets performance a level higher to consistently deliver at an acceptable quality level within boundary conditions set by the process capability. Control assures consistency of outcomes at a level of results that has been targeted based on market conditions to assure competitiveness in markets. The combination of mastery of Quality Assurance (QA) and performance in the band of Quality Control (QC) should lead an organization to an ability to obtain certification to ISO9001:2015. QC introduces new elements that are added to the QA program including statistical methods for work, process analysis and reporting, as well as development of in-process feedback and activities that correct performance during the operational processes (whether the productive system creates products or services) through intervention of the people in the process. QC is the necessary, but not sufficient, quality activity for entry into global competitive markets.



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Basic Quality Professional Curriculum – 3:

QUALITY 103: QUALITY IMPROVEMENT

Quality Improvement extends performance beyond QC and eliminates risks to elevate the process performance to the highest level of stable design capability that is achievable. Every process design has a limit to its performance based on the requirements that were targeted during its design process (e.g., a hotel designed for three stars needs work before it can qualify for five stars but it can still be exceptional hotel at the three star level). Thus, Quality Improvement increases the capability of performance to maximize results within the constraints of the resources available. If performance is required beyond this level then investment will be required and this need requires an entrepreneurial approach to develop business plans that deliver this capability through the next course on Quality Planning.



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Basic Quality Professional Curriculum – 4:

QUALITY 104: QUALITY PLANNING

Quality Planning develops a business plan for improvement to elevate quality to a higher level than available under the current constraints of resources and competence. It provides the plan for implementation of a funded business plan for change. Change management and project management provide ingredients for this approach. The conceptual framework of Design for Six Sigma (DFSS) and “D-School” or integration of innovation in an engineered program of development by applying the concepts of design thinking. Quality Planning will document a business case for change and develop the implementation plan to achieve the desired transformation.



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GLOBAL PLATFORM FOR QUALITY

Taking a systems approach to quality management:



Quality Assurance +

Quality Control +

Quality Improvement =

Quality Management



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Basic Quality Professional Curriculum – 5:

QUALITY 105: QUALITY MANAGEMENT

The task of quality management is the administration and supervision of all the activities of the organization that were previously designed as a smoothly operating system. This occurs at a point in the growth of the organization when it transitions from an informal teamwork approach to a formalized structure with operating functions. This developmental activity coaches business leaders in developing a formal quality organization that is capable of managing the administrative aspects of quality while the responsible line organizations deliver operating performance that achieves quality outcomes through quality processes.



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GLOBAL PLATFORM FOR QUALITY

Forging a pathway toward the future of quality:

Quality Planning +

Breakthrough Improvement +

Quality by Design =

Quality Development





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Basic Quality Professional Curriculum – 6:

QUALITY 106: MANAGING FOR QUALITY

This course is the capstone for the basic program in quality. Managing for Quality identifies those activities that are essential to assure long-term sustainable quality of an organization. Over the long-term quality becomes elevated from an operational activity that assures the deliverable to customers to a strategic approach for assuring organizational competitiveness in a global marketplace. In this application of quality strategic business planning is linked to improvement projects that are executed to achieve business results. When an organization operates at this level of performance they become highly competitive in their international market based on the level and consistency of their operational performance and the quality of goods and services offered to customers. When quality is a strategy that differentiates an organization from its competitors, then it has the ability to sustain results as it has married its quality strategy with its requirements for successful financial performance which permit it to endure as an organization.





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GLOBAL PLATFORM FOR QUALITY

Managerial engineering of business as a system:



How will quality continue to mature in the future?

Quality Management +

Quality Development +

Quality Culture =

Leadership through Quality



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Advanced Quality Professional Development Program

- Quality 201: Introduction to Quality
- Quality 202: Standardizing Work
- Quality 203: Service Quality
- Quality 204: Quality Management System Design
- Quality 205: Basic Problem Solving
- Quality 206: Personal Quality
- Experiential Learning Program
- Food Safety Program (Optional)

Introductory courses in the Advanced Quality Professional Certification Program

The final examination for the Advanced Quality Professional Certificate follows completion of the experiential learning program.



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Advanced Quality Experiential Learning Program:

- Structured Problem-Solving – ESTIEM Green Belt Certification Program
- Green Belt Improvement Project
- ISO 9001 Lead Auditor Training (Optional)
- National Quality Award Assessor Training
- SME Coaching Experiential Project
- Design, Development, and Delivery of the Quality Maturity Program for SME's

Courses Quality Champions will Deliver:

- Q1: Introducing Quality Concepts
- Q2: Focusing on the Customer
- Q3: Managing by Process
- Q4: Assuring Product Quality
- Q5: Assuring Process Quality
- Q6: Assuring Service Quality
- Q7: Solving Work Problems



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Advanced Quality Professional Curriculum – 1:

QUALITY 201: INTRODUCTION TO QUALITY

This course defines the meaning of quality and its role in improvement of organized human activity. A comprehensive definition of quality is given and quality is decomposed into its essential characteristics. A distinction is made between the need to develop a quality system that assures customers of regular performance according to a defined standard for deliverable output (for either quality products or quality services) and the application of quality as a strategy for organizational improvement and leadership in the competitive marketplace. These two aspects of quality may be referred to as developing an operating plan for quality and applying quality as a strategic advantage in the marketplace.



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Advanced Quality Professional Curriculum – 2:
QUALITY 202: STANDARDIZING WORK

The first step in the improvement journey is to assure that products or services can be produced consistently according to an external standard of performance. Joseph M. Juran said: “Without a standard there is no basis for improvement.” This course has four modules which make concepts of quality more practical:

- (1) Understanding work as a process and the ability to map work flows as processes that can be tracked based on time spent in individual activities;
- (2) Identifying waste within processes and focusing on measurement of process activities to discover location of wastes that could be eliminated using “lean” methods;
- (3) Developing standard work including written standard operating procedures, job analyses, work instructions and cross-functional procedures; and
- (4) Defining the quality system that enables maintenance of the standard.

This course will enable the design and commencement of a management implementation plan to pursue quality system certification to the ISO 9001:2015 standard.



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Advanced Quality Professional Curriculum – 3:
QUALITY 203: SERVICE QUALITY

All organizations serve customers either through the delivery of products or services. This is a course that describes the elements of service quality and how organizations can develop a culture of service quality among their front-line employees who interact with the outside world at “customer touch points” in their relationship with external markets. This program consists of four modules:

- (1) Understanding Customer Requirements
- (2) Identifying Customer Touchpoints
- (3) Defining Customer Relationships
- (4) Monitoring and Managing Customer Feedback

This course will enable organizations to manage their customer interfaces and provide them with an ability to satisfy customer requirements through the development of a systematic way of delivering services to influence positive feedback and assure an increase in customer satisfaction.



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Advanced Quality Professional Curriculum – 4:

QUALITY 204: QUALITY MANAGEMENT SYSTEM DESIGN

ISO 9001 is a universally accepted standard for the design of a quality management system. This course describes the requirements of ISO 9001 and identifies how the previous courses in this curriculum provide the content that organizations must apply in addressing how they will comply with these requirements. This course is an overview of ISO 9001 which links to the Quality Specialist program and acts as a prerequisite course for ISO 9001 Assessor training. In this course a link between standard work, quality assurance, control and improvement will be developed and the responsibility of the quality professional for administration and auditing of this system will be described. This course will also develop a strategy to combine the development of a quality management system in a way that assures compliance to the principles and requirements of ISO 9001.



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Advanced Quality Professional Curriculum – 5:

QUALITY 205: BASIC PROBLEM-SOLVING FOR QUALITY IMPROVEMENT

This course defines the concept of a problem and presents an analytical process for conducting an inquiry into problem situations that results in a sound diagnosis of the problem condition and an effective remediation of its solution. It describes how to identify and solve problems using methods that have proven helpful for analyzing quality issues: flow charts to understand processes, fishbone diagrams to dissect processes into component functions, histograms to record frequency of failures of quality issues, failure analysis to identify sets of mechanisms by which failures occur, run charts to illustrate the time history of performance shortfalls, Pareto charts to analyze the occurrence of the failure events in order of frequency of occurrence, box plots to show the distribution of events over time, capability histograms to demonstrate performance with respect to targets, and individuals control charts to demonstrate process performance with respect to control limits.



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Advanced Quality Professional Curriculum – 6:

QUALITY 206: PERSONAL QUALITY AND CAREER DEVELOPMENT

The most important type of control is self-control that is exercised by the humans operating in the quality system. This course identifies the key aspects that must be satisfied in order to hold individuals responsible for the quality of their work: standardized methodology that is demonstrated to deliver the desired quality output; documented work instructions that will produce the standard work; training of “process doers” in the methodology so they can demonstrate their ability to perform the tasks satisfactorily; performance measures that will monitor the “process doer’s” work and assure that successful outcomes are achieved; and decision rights delegated to the “process doer” so they can adjust performance within the boundary limits of process control to deliver the desired result. Elements contained in this approach to management of self-control include: continual improvement, self-inspection, reflective judgment, self-criticism, and flexible work capability. Guidance on career development is presented in the final module to focus on professional development and education goals after certification as an Advanced Quality Professional

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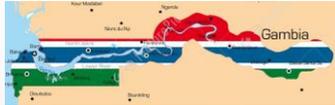
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Deployment in The Gambia








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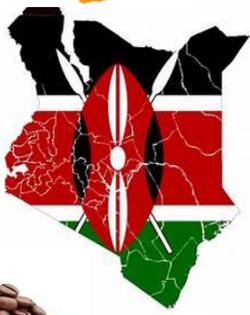
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Deployment in Kenya







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Deployment in Rwanda:



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Deployment in Tanzania:



TANZANIA
BUREAU OF STANDARDS
The Home of Standards

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Deployment in Uganda:









UGANDA NATIONAL BUREAU OF STANDARDS

QUALITY IS LIFE, LIFE IS QUALITY

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Next steps in advancing the GPQ in 2019-2020:

- Publish training booklet of the Basic Quality Professional Program.
- Complete delivery of the advanced programs in Kenya, Rwanda, Tanzania, and Uganda.
- Continue expansion to the next tier of African nations in need.
- Support development of national quality awards in each nation.
- Provide coaching for development of the national quality societies in these countries and train core teams as national quality award assessors.
- Conduct outreach with leading universities to support developing a graduate-level degree program in quality-related disciplines.

Approve the MOU between ITC and WAQ for 2019-2024!

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Thank you!

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