



MAINTENANCE MANAGEMENT TRAINING

Strategic Quality Management and Business Improvement

5 day course

Classroom, online or in-house

Course overview

This course treats quality as a strategic capability rather than an inspection function. Delegates work through quality strategy and its link to competitive position, the cost of quality including the failure costs organisations rarely calculate, management system design, supplier quality, customer feedback and complaint analysis, and the deployment of improvement priorities through an organisation. The programme also covers the measurement problem: most quality metrics report conformance to internal specification rather than anything a customer notices, and the course works on measures that reflect the latter.

What you will learn

- Link quality strategy to competitive position
- Calculate the cost of quality including failure costs
- Design a management system proportionate to the organisation
- Manage supplier quality and its assurance
- Analyse complaints and customer feedback for systemic causes
- Deploy improvement priorities through an organisation
- Select measures that reflect what a customer notices

Who should attend

- Quality managers and directors
- Operations and general managers
- Continuous improvement leaders
- Supplier quality and procurement staff
- Management system practitioners

Course outline

- 01 Quality as strategy rather than inspection
- 02 Cost of quality and the failure costs rarely calculated
- 03 Management system design and proportionality
- 04 Supplier quality and assurance
- 05 Complaint and feedback analysis for systemic causes
- 06 Deploying improvement priorities
- 07 Measures that reflect the customer experience
- 08 Reviewing and sustaining performance

Upcoming dates

Dates	Venue	Format	Fee per delegate
11 to 15 September 2026	Victoria, Seychelles	Classroom	R11,995
28 October to 1 November 2026	London, United Kingdom	Classroom	R11,995
3 to 7 November 2026	Online	Online	R7,500

Fees and how to register

Online **from R6,500** per delegate, classroom **from R11,995** per delegate, in-house training is quotation on request. Book 2 or more delegates on this course and save 10%.



To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriscience.co.za | Pretoria, Gauteng, South Africa