

# Postgraduate Certificate

Quality Management and Ongoing  
Improvement in Industrial Contexts





## Postgraduate Certificate Quality Management and Ongoing Improvement in Industrial Contexts

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Engineers and graduates with experience who want to improve and update themselves in all the necessary aspects to be taken into account for an adequate management of an Industries company.

Website: [www.techtute.com/in/school-of-business/postgraduate-certificate/quality-management-ongoing-improvement-industrial-contexts](http://www.techtute.com/in/school-of-business/postgraduate-certificate/quality-management-ongoing-improvement-industrial-contexts)

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# 01 Welcome

Quality management has become a key element in the development and fulfillment of objectives in industrial companies. In this sense, it should no longer be treated as an isolated department that fulfills certain limited functions. The current focus is to take part in each and every part of the production process since, only by assuring quality, the product will satisfy the needs of the final customer. In this program the professional will learn how to ensure quality management in a complete, comfortable and specific way.



Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts. TECH Technological University



“

*This Postgraduate Certificate will mark a before and after in your career and will make you a much more competent professional"*

02

# Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class centre for intensive managerial skills training.



“

*TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"*

## At TECH Technological University



### Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



### The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

**95%** | of TECH students successfully complete their studies



### Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

**100,000+**  
executives trained each year

**200+**  
different nationalities



### Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

**500+** | collaborative agreements with leading companies



### Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



### Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.





TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



### Learn with the best

---

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



*At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"*



### Analysis

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TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



### Academic Excellence

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TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



### Economy of Scale

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TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a groundbreaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.

03

# Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

*We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you training of the highest academic level"*

This program will provide students with a multitude of professional and personal advantages, particularly the following:

**01**

### A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

*70% of participants achieve positive career development in less than 2 years.*

**02**

### Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

*Our global vision of companies will improve your strategic vision.*

**03**

### Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

*You will work on more than 100 real senior management cases.*

**04**

### Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

*45% of graduates are promoted internally.*

05

### Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

*You will find a network of contacts that will be instrumental for professional development.*

06

### Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

*20% of our students develop their own business idea.*

07

### Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

*Improve your communication and leadership skills and enhance your career.*

08

### Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

*We give you the opportunity to train with a team of world renowned teachers.*

# 04 Objectives

This program is designed with the objective of strengthening the student's capabilities in everything related to the improvement of quality management based on new methodologies, in addition to developing new skills that will be essential in their professional development. Thus, after completing the program, the professional will be able to make global decisions with an innovative perspective and an international vision, always taking into account the importance of working efficiently by aligning all resources to achieve the objectives set by the company.







*The objective of TECH is to enable the student to master quality management in industrial companies from a global and effective perspective"*

The students' objectives are TECH's too.  
Working together to achieve them.

The Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts will enable the student to:

01

Establish the importance of quality management throughout all areas of the company

02

Identify the quality costs associated with quality management and implement a system to monitor and improve them

03

Know in detail the ISO 9001 Quality Management Standard and how to implement it in the company

04

Analyze the ISO 14000 Environmental and ISO 450001 Occupational Health and Safety Standards and their integration with the quality system to avoid duplication of documentation





05

In-depth study of the EFQM model, in its new edition, in order to be able to develop it in the company if we want to take a step further towards excellence

06

Apply the main quality tools that can be used in the management and improvement of product and process quality

07

Establish the importance of continuous improvement and the use of the two main methodologies: the PDCA cycle with the application to the implementation of *Lean manufacturing* and Six-Sigma

08

In-depth knowledge of supplier quality and how to manage it, the different types of audits and how to carry them out, aspects of testing and the laboratory



05

# Structure and Content

The Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts is a program designed based on the current needs of professionals, and is taught in a 100% online format so that students can choose the time and place that best suits their availability, schedules and interests. In addition, by studying this program the student will have access to the most complete and up-to-date content compendium on the market. All this, in a syllabus that is developed over 6 weeks and that aims to be a unique and stimulating experience that lays the foundations for the student's professional success.



“

*Study with the best syllabus and advance in your career by studying this complete Postgraduate Certificate”*

## Syllabus

Quality Management has become a necessary and indispensable requirement in order to compete and survive. It is no longer enough for quality to be the responsibility of the quality area, it is necessary to promote its importance so that each part of the company works to offer the best possible level of quality to its customers, and these can be both internal and external to the company. A quality culture must be developed throughout the company.

This Postgraduate Certificate delves into the key issues of Quality Management in companies, addressing the many key aspects that need to be developed (techniques and tools, quality systems, quality audits, certification process and maintenance of certification, business excellence, etc.).

All this, through an educational program that stands out for being taught 100% online, allowing the student to decide where, when and how to study. A unique educational opportunity that no professional should avoid.

This new model, which is causing such a revolution in the industrial environment, is exactly what the students of this Postgraduate Certificate will learn to implement. In this way, they will equip their professional profile with highly valuable skills in today's labor market, thus increasing the value of their curriculum.

This Postgraduate Certificate is developed over 6 weeks and 1 module:

### Module 1

### Quality Management



### Where, when and how is it taught?

TECH offers the possibility of developing this Postgraduate Certificate in Quality Management and Continuous Improvement in Industry completely online. During the 6 months of the program, the student will be able to access all the contents of this program at any time, which will allow the student to self-manage his or her study time.

*A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.*

**Module 1. Quality Management**

**1.1. Total Quality**

- 1.1.1. Total Quality Management
- 1.1.2. External and Internal Customers
- 1.1.3. Quality Costs
- 1.1.4. Ongoing Improvement and the Deming Philosophy

**1.2. ISO 9001:15 Quality Management System**

- 1.2.1. The 7 Principles of ISO 9001:15 Quality Management
- 1.2.2. Process Approach
- 1.2.3. ISO 9001: 9001 Requirements
- 1.2.4. Implementation Stages and Recommendations
- 1.2.5. Deployment Objectives in a Hoshin-Kanri-Type Model
- 1.2.6. Audit Certification

**1.3. Integrated Management System**

- 1.3.1. Environmental Management Systems: ISO 14000
- 1.3.2. Occupational Risk Management System: ISO 45001
- 1.3.3. Integrating Management Systems

**1.4. Excellence in Management: EFQM Model**

- 1.4.1. EFQM Model: Principles and Fundamentals
- 1.4.2. New EFQM Model Criteria
- 1.4.3. EFQM Diagnostic Tool: REDER Matrices

**1.5. Quality Tools**

- 1.5.1. Basic Tools
- 1.5.2. Statistical Process Control (SPC)
- 1.5.3. Control Plan and Guidelines for Product Quality Management

**1.6. Advanced Tools and Troubleshooting Tools**

- 1.6.1. FMEA
- 1.6.2. 8D Report
- 1.6.3. The 5, Why?
- 1.6.4. 5W + 2H
- 1.6.5. Benchmarking

**1.7. Continuous Improvement Methodology I: PDCA**

- 1.7.1. PDCA Cycle and Stages
- 1.7.2. Applying PDCA Cycle to Lean Manufacturing Development
- 1.7.3. Keys to Success in PDCA Projects

**1.8. Continuous Improvement Methodology II: Six Sigma**

- 1.8.1. Six Sigma Description
- 1.8.2. Six Sigma Principles
- 1.8.3. Six Sigma Project Selection
- 1.8.4. Six Sigma Project Stages: DMAIC Methodology
- 1.8.5. Six Sigma Roles
- 1.8.6. Six-Sigma and Lean Manufacturing

**1.9. Quality Suppliers: Audits Tests and Laboratory**

- 1.9.1. Reception Quality: Agreed Quality
- 1.9.2. Management System Internal Audits
- 1.9.3. Product and Process Audits
- 1.9.4. Phases for Performing Audits
- 1.9.5. Auditor Profile
- 1.9.6. Tests, Laboratory and Metrology

**1.10. Organization Aspects in Quality Management**

- 1.10.1. The Role of Administration in Quality Management
- 1.10.2. Quality Area Organization and the Relationship with Other Areas
- 1.10.3. Quality Circles





“

*A unique, key, and decisive academic experience to boost your professional development and take the definitive leap”*

# 06

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.







“

*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*

## TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“*At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world*”



*This program prepares you to face business challenges in uncertain environments and achieve business success.*





### A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.

“

*You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”*

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

*Our program prepares you to face new challenges in uncertain environments and achieve success in your career.*

## Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

*Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.*

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals in mind:



### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



### Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.







### Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



### Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

# Our Students' Profiles

This program is aimed at engineers and graduates with experience who want to deepen and update their knowledge in all the necessary aspects to be taken into account for the proper management of an industrial company. Students with these qualifications must have a sufficient knowledge base to complete the modules of the curriculum. The Postgraduate Certificate is also open to professionals who, being university graduates in any field, have two years of work experience in field of quality management







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*If you have project management experience and are looking for an interesting career enhancement while continuing to work, this is the program for you”*

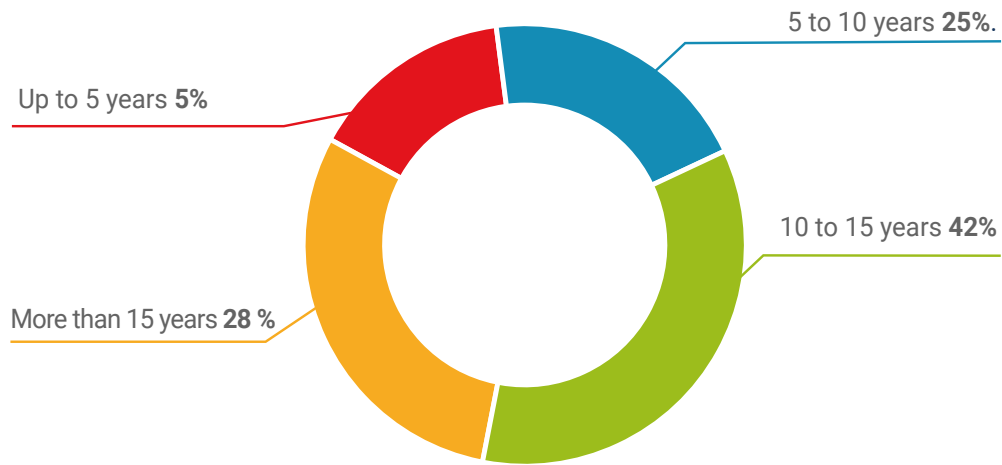
### Average Age

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Between **35** and **45** years old

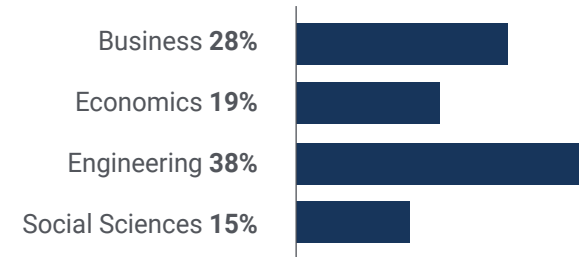
### Years of Experience

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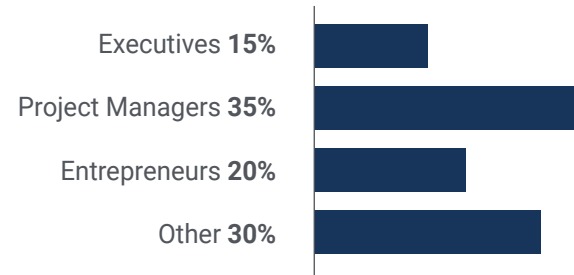
### Training

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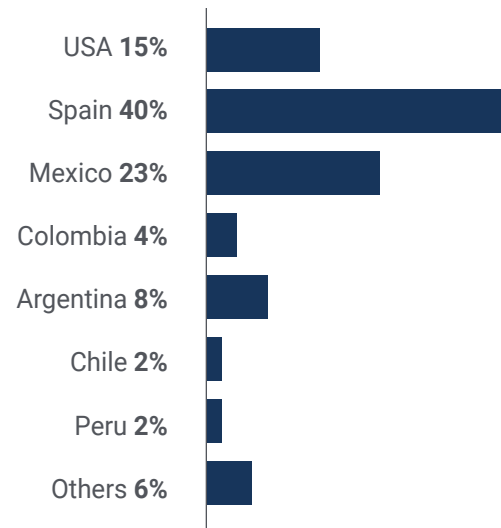
### Academic Profile

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## Geographical Distribution

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## Adriana Sánchez

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*Project manager*

*"I only have positive words for TECH and this Postgraduate Certificate. Thanks to it, I have been able to update my knowledge and now I feel like a professional much more prepared to take on challenges"*

08

# Course Management

The program includes in its teaching staff reference experts in everything related to the quality management for industrial companies, who pour into this educational up-to-date program the experience of their years of work. In addition, other experts of recognized prestige in related areas participate in its design and elaboration, completing the Postgraduate Certificate in an interdisciplinary way, making it, therefore, a unique and highly nourishing experience at an academic level for the student.



“

*TECH has the best faculty on the market. By studying with us you will be able to learn with them"*

## Management



### Dr. Asensi, Francisco Andrés

- ♦ PhD in Industrial Engineering in Business Organization from the University of Castilla la Mancha (UCLM)
- ♦ Degree Industrial in Industrial Organization Engineer from the University Polytechnic of Valencia
- ♦ He has worked in several areas, such as Engineering, Quality, Production, Logistics, Information Systems and Human Resources, in companies of several industrial sectors
- ♦ He has implemented and developed a multitude of management systems for excellence (Quality, Scorecard, Lean Manufacturing, Continuous Improvement and Process Improvement) in several industrial companies
- ♦ Coach of Strategic Coaching
- ♦ Author of various business books: "The Adaptive Enterprise", "Lean Manufacturing: Key Indicators used to efficiently manage Continuous Improvement", "Lean Manufacturing: Keys to Material Flow Improvement."
- ♦ Author of several books on Personal and Professional Development: "Total Leader", "self-coaching"





09

# Impact on Your Career

TECH is aware that taking a program of these characteristics is a great economic, professional and of course, personal investment. The ultimate goal of this great effort should be to achieve professional growth.

And for this, we offer you a unique opportunity with this Postgraduate Certificate, thanks to which you will be able to increase your skills and therefore, improve your daily practice and your chances of career advancement.





“

*Our challenge is to generate a positive change in your professional career. We are fully committed to helping you achieve it"*

## Are you ready to take the leap? Excellent professional development awaits

TECH's Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts is an intensive program that will prepare you to meet business challenges and decisions in the field of *Industrial Management*. Its main objective is to promote your personal and professional growth, to help you achieve success.

If you want to improve yourself, make a positive change professionally and network with the best, this is the place for you.

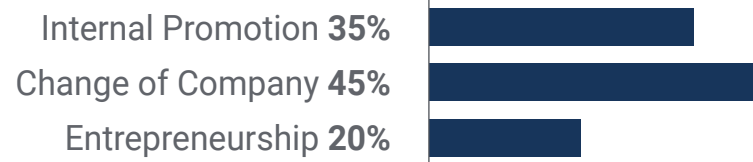
*Achieve a positive change in your career, thanks to the opportunity that TECH offers you with this program.*

*Don't miss the opportunity to specialize with us. You will find the most relevant information on this subject that will allow you to give a boost to your profession.*

### When the change occurs



### Type of change



## Salary increase

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This program represents a salary increase of more than **25.22%** for our students



10

# Benefits for Your Company

The Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts helps raise the organization's talent to its maximum potential by specializing high-level leaders. Thus, participating in this specialization is a unique opportunity to access a powerful network of contacts in which to find future professional partners, customers or suppliers.





“

*This program will provide you with the keys to bring a new business vision to your company”*



Developing and retaining talent in companies is the best long-term investment.

01

### **Intellectual Capital and Talent Growth**

Bring new concepts, strategies and perspectives to the company that can bring about relevant changes in the organization.

---

02

### **Retaining high-potential executives to avoid talent drain**

This program strengthens the link between the company and the professional and opens new avenues for professional growth within the company.

03

### **Building agents of change**

Be able to make decisions in times of uncertainty and crisis, helping the organization to overcome obstacles.

---

04

### **Increased international expansion possibilities**

Thanks to this program, the company will come into contact with the main markets in the world economy.



05

### **Project Development**

Be able to work on a real project or develop new projects in the R&D or Business Development area of your company.

---

06

### **Increased competitiveness**

This program will equip students with the skills to take on new challenges and drive the organization forward.

# 11 Certificate

The Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Technological University.



“

*Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork”*

This **Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts** contains the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery\*.

The certificate issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

Title: **Postgraduate Certificate in Quality Management and Ongoing Improvement in Industrial Contexts**

Official N° of Hours: **150 h.**



\*Apostille Convention. In the event that the student wishes to have their paper certificate issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.





## Postgraduate Certificate Quality Management and Ongoing Improvement in Industrial Contexts

- » Modality: **online**
- » Duration: **6 weeks**
- » Certificate: **TECH Technological University**
- » Dedication: **16h/week**
- » Schedule: **at your own pace**
- » Exams: **online**

# Postgraduate Certificate

## Quality Management and Ongoing Improvement in Industrial Contexts

