



WORK BASED TRAINING PROGRAM

CERTIFIED QUALITY PRACTITIONER

1 MALAYSIA GRIP PROGRAMME



Date	: 14, 15, 16, 20, 21 & 22 August 2015
Location	: De'Palma Hotel, Shah Alam
Fees	: RM3900.00 - Cover by GOVERNMENT - 1 MALAYSIA GRIP PROGRAMME
Target group	: 1. Open for employer registered or unregistered with HRDF 2. Registered with SSM

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Certification:

- *Certified Quality Practitioner – Accredited by IRQAO (International Registered of Quality Assessed Organization, UNITED KINGDOM)*

**Entitled to become member of International Society for Cost and Quality Engineer*

AUDITING • RESEARCH • TRAINING

WELCOME TO CQP

WORK BASED TRAINING COURSE

COURSE INTRODUCTION

The **CQP** International General Certificate has been designed to provide an appropriate breadth of underpinning knowledge for non-specialists in quality management to enable them to discharge more effectively their organizational duties or functions with respect to quality management.

The **CQP** has been designed for managers, supervisors, graduates, management representatives and other who require a fundamental knowledge and understanding of quality and productivity management principles and practices. Candidates are likely to be employees of organizations already working to international standards but needing to adapt these to accord with local needs and practice

ASSESSMENT OF CQP

Submission of 3 assignments (Work based - Project paper)

Upon passed Examination



COURSE OBJECTIVES

Course Objectives of a Certified Quality Practitioner

CQP International General Certificate aims to provide those making day-to-day decisions at work with a broad knowledge of quality, productivity and quality management system.

It is essential that **SME Organization** to have at least 4 experts in QMS while large organization should have more than 5 experts in QMS in order to ensure that the **quality and productivity** implications of their decisions are properly taken in to account.

The vast majority of quality issues are avoidable by **Effective and Efficient** quality management system; and good quality management should be recognized as an essential element of good overall management.

With increasing globalization and competitions, the need for a common and consistent standard for achieving the high quality and productivity in any parts of the world. The **CQP** International General Certificate will play a significant part in ensuring that this standard is higher and higher than ISO9001 requirements.

COURSE OUTLINE

CQP General Certificate 1: Management of International Quality Management System

CQP - General Certificate 2: International Organization Processes Quality Management System

CQP - General Certificate 3: International Quality Management System Internal Audit

CQP 1 - Module 1 - QMS Awareness

CQP 1 - Module 2 - QMS General International Requirements

CQP 1 – Module 3 - Quality Leadership and Planning

CQP 1 - Module 4 - Check and Review

CQP 1 - Module 5 - Quality Documentation and Record Management

CQP 2- Module 1 - Human Resources QMS

CQP 2 - Module 2 – Infrastructure QMS

CQP 2 - Module 3 - Sales and Marketing QMS

CQP 2 - Module 4 - Planning of product/ Service provision QMS

CQP 2 - Module 5 - Purchasing and supply chain process

CQP 2 - Module 6 - Productions/ Operation/ Services Provision

CQP 3 - Module 1 auditing the requirements – Planning

CQP 3- Module 2 auditing the requirements – Conducting and Reporting



COURSE CONTENTS/ ACTIVITY: CERTIFIED QMS PRACTITIONER (CQP)

No	CONTENTS/ ACTIVITIES	OBJECTIVES	OUTCOMES	HOURS
CQP - General Certificate 1 : Management of International Quality Management System				
Course Structure				
<u>1</u>	CQP 1 - Module 1 QMS Awareness <ul style="list-style-type: none">📄 What is Quality📄 What is QMS?📄 What is ISO9001?	To provide understanding and awareness on: <ul style="list-style-type: none">- What, and Why of QMS- Application of international standard- Background of international standard for different type of industry	Ability to define and describe the important of QMS and International standard	<u>4</u>
<u>2</u>	CQP 1 - Module 2 QMS General International Requirements <ul style="list-style-type: none">📄 PDCA📄 Process Approaches📄 Linkage to requirements	To define: <ul style="list-style-type: none">- What and Why PDCA- How to determine and analyse the processes- Linkage to International standard requirements	Skill to develop the PDCA system that identified the types of processes COPs, SOPs and MOPs	<u>4</u>



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<u>3</u>	CQP 1 – Module 3 Quality Leadership and Planning <ul style="list-style-type: none"> Setting up Goal, Mission, Policy and KPIs Setting up, strategy and Business Plan Provision of Resources and Budgeting 	To understand the elements of Leadership in context of international standard: <ul style="list-style-type: none"> - Mission, Vision and policy - Development quality objectives and KPIs 	Grasp on QMS Leadership skills and able to take the roles of <i>Quality Management Representatives QMR</i>	<u>4</u>
<u>4</u>	CQP 1 - Module 4 Check and Review Customer Satisfaction Monitoring and measurement of product and process Control of non-conforming, corrective and Preventive Action Management Review and Continual Improvement	To understand the elements of check and review based on international standard: <ul style="list-style-type: none"> - Customer Satisfaction - Monitoring and measurement of product and process - Control of non-conforming, corrective and Preventive Action - Management Review and Continual Improvement 	Skill to conduct customer satisfaction survey, taking improvement activity and conduct management review.	<u>4</u>



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<u>5</u>	CQP 1 - Module 5 Quality Documentation and Record Management <ul style="list-style-type: none"> Documentation Requirements and Needs Preparation the document and formats Control of Documents Control Of Records	To provide understanding on the elements of document control and record control based on international standard: <ul style="list-style-type: none">- Documentation Requirements and Needs- Preparation the document and formats- Control of Documents- Control Of Records	Skill and able to manage the document and records	<u>4</u>
CQP - General Certificate 2 : International Organization Processes Quality Management System				
<u>6</u>	CQP 2- Module 1 Human Resources QMS <ul style="list-style-type: none"> Competency management Training need Competency evaluation HR records	To provide understanding on the elements of HRM based on international standard: <ul style="list-style-type: none">- Competency management- Training need- Competency evaluation- HR records	Skill to develop procedure and plan for human resources processes	<u>4</u>



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No	CONTENTS/ ACTIVITIES	OBJECTIVES	OUTCOMES	HOURS
<u>7</u>	CQP 2 - Module 2 – Infrastructure QMS <ul style="list-style-type: none"> Identification and provision of infrastructure Maintenance requirements Preventive, Predictive and Corrective Maintenance	To provide understanding on the elements of infrastructure management based on international standard: <ul style="list-style-type: none">- Management of infrastructure- Development of maintenance plan	Skill to develop procedure and plan for infrastructure processes	4
<u>8</u>	CQP 2 - Module 3 Sales and Marketing QMS <ul style="list-style-type: none"> Customer related process Review the requirements Measuring customer satisfaction Handling of customer complaints and feedbacks	To provide understanding on the elements of sales and marketing based on international standard: <ul style="list-style-type: none">- Quotation / Tendering preparation- PO and Quotation Review the requirements- Measuring customer satisfaction- Handling of customer complaints and feedbacks	Skill to develop procedure and plan for Sales And Marketing QMS	4



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<u>9</u>	CQP 2 - Module 4 Planning of product/ Service provision QMS <ul style="list-style-type: none"> Planning requirements Preparation of quality plan (input and output) Review, Verification and validation requirements Changes requirements	To provide understanding on the elements of design and development or process design based on international standard: <ul style="list-style-type: none">- Planning requirements- Preparation of quality plan (input and output)- Review, Verification and validation requirements- Changes requirements	Skill to develop procedure and plan for product/service provision QMS	4
<u>10</u>	CQP 2 - Module 5 Purchasing and supply chain process <ul style="list-style-type: none"> Selection of supplier Evaluation and re-evaluation of supplier Purchasing information Verification of purchased product	To provide understanding on the elements of infrastructure management based on international standard: <ul style="list-style-type: none">- Selection of supplier- Evaluation and re-evaluation of supplier- Purchasing information- Verification of purchased product	Skill to develop procedure and plan for Purchasing and supply chain process	4



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No	CONTENTS/ ACTIVITIES	OBJECTIVES	OUTCOMES	HOURS
<u>11</u>	CQP 2 - Module 6 Production/ Operation/ Services Provision <ul style="list-style-type: none"> Control of production/ Service provision Validation process Identification and Traceability Control of customer properties Preservation of Products 	To provide understanding on the elements of infrastructure management based on international standard: <ul style="list-style-type: none"> - Control of production/ Service provision - Validation process - Identification and Traceability - Control of customer properties - Preservation of Products 	Skill to develop procedure and plan for Production/ Operation/Services Provision	4
CQP - General Certificate 3 : International Quality Management System Internal Audit				
<u>12</u>	CQP 3 - Module 1 Auditing the requirements - Planning <ul style="list-style-type: none"> Audit Initiation Audit preparation Audit checklist 	To provide understanding on the elements of infrastructure management based on international standard: <ul style="list-style-type: none"> - Audit Initiation - Audit preparation - Audit checklist 	Skill to plan for Auditing the requirements	4



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No	CONTENTS/ ACTIVITIES	OBJECTIVES	OUTCOMES	HOURS
<u>13</u>	CQP 3- Module 2 Auditing the requirements – Conducting and Reporting 🔧 Conducting Audit 🔧 Report Audit 🔧 Audit Follow up	To provide understanding on the elements of infrastructure management based on international standard: - Conducting Audit - Report Audit - Audit Follow up	Skill to Conducting and Reporting audit	4
<u>14</u>	<u>Examination CQP 1</u>	To evaluate the understanding on the application of Management of International Quality Management System.	Certified on CQP 1	2
<u>15</u>	<u>Examination CQP 2</u>	To evaluate the understanding on the application of Organization process of Quality Management System.	Certified on CQP 2	2
<u>16</u>	<u>Assignment CQP 3</u>	To assess the ability to plan, conduct and report of QMS audit.	Certified on CQP 3	4