

Introduction to quality standards

One-day short course

Course content

Establishing and implementing quality standards are the bedrock for delivering consistent, safe and reliable products and services that meet the intended need.

Based on ISO 9000 Quality management systems – Fundamentals and vocabulary this is an introductory workshop for anyone new to a quality role.

Course Content

- Fundamentals and rationale for quality management systems
- Quality policy and quality objectives
- The role of documentation
- The need to evaluate quality management systems and continually improve outcomes

Learning outcomes

Upon completion of the session, participants will be able to:

- Explain to internal customers the role of quality policies and objectives
- Support senior management in their role in the quality management system
- Identify common elements of quality management systems
- Apply the relationship between quality management systems and excellence models

Who should attend?

This course has been designed for IT professionals who are new to performing a quality function as part of their role. Common roles with a quality function include Quality Assurance Analyst, Business Analyst, Business Process Analyst, Systems Analyst, and Test Analyst.

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| Follow | Assist | Apply | Enable | Ensure/ Advise | Initiate/ Influence | Set Strategy |
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SFIA alignment

This workshop is aligned to one SFIA skill at the Enable level:

- Quality standards (QUST); the development, maintenance, control and distribution of quality standards.

Course duration

One day

Course fees

- ACS members \$545 (inclusive of GST)
- Non-members \$805 (inclusive of GST)

Enrolment processes

To enrol, or discuss in-house training options, contact ACS via

professional.development@acs.org.au