



## KPIs AND QUALITY METRICS

### Objective

This course provides awareness and latest expectations and requirements for Quality Metrics and KPIs and how they are linked to Continual Quality Improvement (CQIs) and business continuity. This will support you turning your company's quality excellence goals into reality.

This course is designed for managers and executives involved in managing business processes.

### NVT Accreditation

- NVT is Accredited by ANAB for ISO 9001, AS 9100, AS 9110 and AS 9120 NABCB for ISO 9001.
- NVT is the first certification body to be accredited by ANAB outside USA and Europe.
- NVT provides UKAS accredited SCI (UK) certificates for ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 22000 and ISO 50001. In addition NVT provides UKAS accredited SCI (UK) IMS certificates for ISO 9001, ISO 14001 and ISO 45001

### Why NVT

#### NVT QUALITY CERTIFICATION

NVT-QC is a leading aerospace certification body, having qualified and experienced assessors/trainers who have been trained in assessment of organizations and in NVT-QC house style of operations, laying great emphasis on integrity, value addition and continuous improvement

#### Service Spectrum

##### ➤ Certification

QMS 9001, AS 9100/AS 9110/AS 9120, ISO 14001, ISO 45001, IATF 16949, ISO 27001, ISO 22000, ISO 50001 certifications

##### ➤ Training

- Awareness and Internal auditors training for all standards. Course Duration 2days
- CQI/IRCA Lead Auditor/Auditor course for ISO 9001/14001/45001/27001 standard.

Course Duration 5days

- Quality related programs:

- Enterprise Performance Measurement (KPI's)
- Business Strategic Planning
- Business Process Excellence
- Enterprise Risk Management





NVT - QC

## Topics

The coverage includes the following topics:

### 1. Quality Metrics

- Quality matrices initiatives
- Involvement of management in Quality Metrics.
- Setup of a review system and follow-up in management review

### 2. Integration of Quality Metrics and KPI's in continual improvement and business continuity.

- Understanding critical process and where risk lie.
- Defining right KPI's and meaningful metrics.
- Link to opportunities for improvement, continuous quality improvement and business continuity.

### 3. Techniques to evaluate Quality Performance

- Root cause analysis.
- Cause of effect diagrams.
- Risk assessment
- KPI's
- Tracking and trending

### 4. Assignment of metrics and correlation with process controls

### 5. Case studies

## Program Design

- The program is conducted in an interactive workshop mode. The design incorporates principles of established Business Strategy Management best practices including Prince2, PMP, and CMMI. Important elements of Quality, Process and Customer Centricity have been derived from Quality Standards including ISO 9001, AS 9100, AS9110, AS9120 and other ISO standards.
- The topics for the workshop have been carefully chosen to include the most important and fundamental ones. The training methodology includes case studies, group discussions and role play to consolidate existing knowledge and establish a structured understanding of the subject.

## Certification

- Following the workshop, participants are provided access to online training material which they can go through at their pace.
- Participants are certified as BSP Gold, Silver or Bronze as per their score in an online test.
- This certification may be used by the organization as an eligibility criteria for those taking up responsibility of managing organization.

## Duration

This course is designed for 2 days

For further information please contact :

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