



# NVT QUALITY CERTIFICATION

## KPIs & QUALITY METRICS

### Overview

This 2 days course provides awareness, latest expectations, requirements for Quality Metrics, KPIs and how they are linked to Continual Quality Improvement (CQI) and business continuity. This will support the company in turning its quality excellence goals into reality. The course is designed for managers and executives involved in managing business processes.

### Content

#### 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 KPIs in continual improvement and business continuity.

- Understanding critical process and where risks lie.
- Defining right KPIs and meaningful metrics.
- Link to opportunities for improvement, continuous quality improvement and business continuity

#### 3. Techniques to evaluate Quality Performance

- Root cause analysis.
- Cause and effect diagrams.
- Risk assessment
- KPIs
- Tracking and trending

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

#### 5. Case studies

### Program Design

- The program is conducted in an interactive 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, AS 9110, AS 9120 and other ISO standards
- Most important and fundamental topics have been included in the program. The training methodology includes case studies, group discussions and role play to consolidate existing knowledge and establish a structured understanding of the subject

### Certificate

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

### NVT AT A GLANCE

Over 22 Years experience

Accredited by NABCB and 1st Indian Certification Body accredited by ANAB

Presence in India, South East Asia, Middle East, Africa and Europe

Proven Leadership in Aerospace

Over 6000 audits in AQMS, QMS, EMS, ISMS, OHSAS, EnMS, FSMS

### CONTACT US

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# TRAINING

## INTERNAL AUDITOR TRAINING COURSES DURATION: 2 DAYS

1. Aerospace (AS 9100D, AS 9110C, AS 9120B Standards)
2. Quality Management System
3. Environmental Management System
4. Occupational Health And Safety Management System
5. Information Security Management System

## LEAD AUDITOR TRAINING COURSES DURATION: 5 DAYS APPROVED BY (CQI- IRCA)

1. Quality Management System
2. Environmental Management System
3. Occupational Health And Safety Management System
4. Information Security Management System

## QUALITY COURSES DURATION: 1 – 10 DAYS

1. Approaches to Quality Management
2. Introduction to Six Sigma
3. Quality Costs
4. Statistical Sampling
5. Process Approach
6. Juran's Steps Improvement
7. Quality Improvement in Manufacturing Environment- How to identify Quality Improvement projects started
8. Non-Conformity (NC) Management
9. Product Safety
10. Counterfeit Parts
11. Customer Supplier Relations

## BUSINESS EXCELLENCE COURSES DURATION: 1 – 10 DAYS

1. Business Strategy Planning
2. Enterprise Risk Management
3. KPIs & Quality Metrics
4. Social Responsibility
5. From Product Quality to Business Excellence