

About

This course provides fundamental knowledge essential for working with Quality Management Systems (QMS). It is designed to equip participants with a basic understanding of quality principles, QMS, ISO standards, and the latest trends in integrated management systems. The course will help participants develop the necessary expertise and confidence required to assist your organization in building or improving its QMS, thereby enhancing the organization's ability to identify, measure, control, and improve its effectiveness.

Objective

Upon completing this course, you will have the skills to:

- Outline the evolution of quality and the ISO 9000 Quality Management Standards
- Summarize the Plan-Do-Check-Act (PDCA) methodology
- Relate the 7 Principles of Quality Management to actionable behaviors
- Highlight IATA's common approach to quality assurance in IOSA, ISAGO, and ISSA
- Explain the concept of Just Culture

Content

The key topics covered during this course include:

- The evolution of quality and ISO standards
- Quality management methodologies
- Structure and content of an ISO-compliant quality assurance program
- IATA's approach to quality through IOSA, ISAGO, and ISSA
- Just Culture

Prerequisite

- Proficient in both spoken and written English; knowledge of other languages is a plus.

Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Passing Grade: 60% correct answers

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.