Quality Assurance vs Quality Control Training Course

Professional Development Training Course Outline

Category	Project Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Quality Assurance (QA) and Quality Control (QC) are critical pillars of operational excellence, regulatory compliance, and continuous improvement across industries such as manufacturing, healthcare, construction, services, and technology. While Quality Assurance focuses on proactive process design and prevention of defects, Quality Control emphasizes inspection, testing, and detection of defects in outputs. Quality Assurance vs Quality Control Training Course provides a comprehensive and structured understanding of the distinctions, interdependencies, and strategic roles of QA and QC in achieving consistent quality, risk reduction, and customer satisfaction. Participants will explore global quality standards, process-based quality management systems, and performance-driven quality frameworks aligned with ISO, Six Sigma, Lean, and Total Quality Management principles.

The course adopts a practical, systems-oriented approach that enables participants to apply QA and QC methodologies within real organizational environments. Through process mapping, control planning, audits, metrics, and root cause analysis, learners will build the capability to design quality systems, implement controls, and evaluate effectiveness across the value chain. Emphasis is placed on governance, documentation, compliance, continuous improvement, and data-driven decision-making to support sustainable quality outcomes, operational efficiency, and organizational competitiveness.

Programme Curriculum

Quality Assurance vs Quality Control Training Course

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Course Objectives

1. Understand the fundamental differences between Quality Assurance and Quality Control.
2. Apply quality management principles aligned with ISO and industry standards.
3. Design preventive quality systems using process-based approaches.
4. Implement effective quality control inspection and testing mechanisms.
5. Analyze quality risks and failure points across operational processes.
6. Use quality metrics and KPIs to measure performance and compliance.
7. Conduct internal quality audits and corrective action programs.
8. Apply root cause analysis and continuous improvement techniques.
9. Integrate QA and QC into organizational governance frameworks.
10. Align quality systems with regulatory and customer requirements.
11. Strengthen documentation, standard operating procedures, and controls.
12. Leverage data and analytics for evidence-based quality decisions.
13. Develop integrated QA/QC implementation roadmaps for organizations.

Organizational Benefits

- Improved product and service consistency
- Reduced defects, rework, and operational waste
- Enhanced regulatory and standards compliance
- Stronger customer satisfaction and trust
- Proactive risk identification and mitigation
- Improved process efficiency and reliability
- Better accountability through quality governance
- Enhanced audit readiness and documentation quality
- Continuous improvement culture across teams
- Increased organizational competitiveness and reputation

Target Audiences

- Quality managers and quality officers

- Operations and production managers
- Process improvement and Lean practitioners
- Compliance and risk management professionals
- Internal auditors and inspectors
- Project and program managers
- Engineers and technical specialists
- Senior managers responsible for quality governance

Course Duration: 10 days

Course Modules

Module 1: Fundamentals of Quality Management

- Evolution and principles of quality management
- Definitions and scope of Quality Assurance and Quality Control
- Role of quality in organizational performance
- Quality culture and leadership commitment
- Overview of quality management systems
- Case Study: Quality failures caused by lack of preventive controls

Module 2: Quality Assurance Concepts and Frameworks

- Preventive versus detective quality approaches
- Process orientation in Quality Assurance
- Standardization and quality planning
- Quality policies and objectives
- Documentation and process ownership
- Case Study: Designing a QA framework for a service organization

Module 3: Quality Control Principles and Techniques

- Inspection, testing, and verification methods
- Sampling techniques and acceptance criteria
- Control charts and statistical process control
- Nonconformance identification and reporting
- QC roles and responsibilities
- Case Study: Implementing inspection controls in manufacturing

Module 4: Comparing QA and QC Roles

- Functional differences between QA and QC
- Complementary roles across the value chain

- Preventive versus corrective focus
- Cost of quality implications
- Integration of QA and QC functions
- Case Study: Organizational conflict between QA and QC teams

Module 5: Process Mapping and Quality Planning

- Process identification and documentation
- Risk-based quality planning
- Defining quality requirements and controls
- Control points and checkpoints
- Process ownership and accountability
- Case Study: Mapping a high-risk operational process

Module 6: Quality Standards and Regulatory Compliance

- Overview of ISO 9001 and related standards
- Industry-specific quality regulations
- Compliance documentation requirements
- Certification and surveillance audits
- Managing regulatory changes
- Case Study: Preparing for an ISO quality audit

Module 7: Quality Metrics and Performance Measurement

- Key quality indicators and dashboards
- Defect rates, yield, and variation metrics
- Leading versus lagging quality indicators
- Data collection and reporting systems
- Using metrics for decision-making
- Case Study: Quality KPI failures due to poor data

Module 8: Risk Management in Quality Systems

- Identifying quality risks and failure modes
- Preventive controls and mitigation strategies
- Failure Mode and Effects Analysis (FMEA)
- Risk prioritization techniques
- Monitoring and review mechanisms
- Case Study: Quality risk assessment in a critical process

Module 9: Quality Audits and Assessments

- Internal versus external audits
- Audit planning and execution
- Evidence collection and reporting
- Managing audit findings
- Continuous improvement from audits
- Case Study: Audit findings leading to system redesign

Module 10: Nonconformance and Corrective Actions

- Identifying and documenting nonconformities
- Root cause analysis techniques
- Corrective and preventive action plans
- Verification of corrective effectiveness
- Preventing recurrence of defects
- Case Study: Repeated defects due to weak corrective actions

Module 11: Continuous Improvement Methodologies

- Lean, Six Sigma, and TQM overview
- Continuous improvement cycles
- Employee involvement in quality improvement
- Data-driven improvement initiatives
- Sustaining improvement gains
- Case Study: Continuous improvement program success

Module 12: Documentation and Quality Records

- Standard operating procedures and work instructions
- Document control systems
- Record retention and traceability
- Managing document changes
- Digital documentation tools
- Case Study: Documentation gaps affecting compliance

Module 13: Quality in Project and Service Environments

- Applying QA/QC in projects
- Service quality measurement models
- Managing supplier and contractor quality
- Quality planning for service delivery
- Monitoring service-level performance

- Case Study: Service quality breakdown due to poor controls

Module 14: Integrating QA and QC into Governance

- Quality governance structures
- Roles of leadership and boards
- Quality accountability and reporting
- Embedding quality into strategy
- Aligning quality with organizational goals
- Case Study: Governance failures impacting quality outcomes

Module 15: Building a Sustainable Quality System

- Maturity models for quality systems
- Scaling QA and QC across the organization
- Change management for quality initiatives
- Technology and automation in quality management
- Long-term quality improvement roadmaps
- Case Study: Organization-wide QA/QC transformation

Training Methodology

- Instructor-led conceptual presentations
- Interactive discussions and guided learning
- Practical exercises and group activities
- Case study analysis and problem-solving sessions
- Use of templates, tools, and quality frameworks
- Action planning and participant presentations

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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