Quality Management (QM) in ERP Systems Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced digital economy, organizations are leveraging ERP systems to streamline operations, enhance quality control, and drive operational excellence. Quality Management (QM) in ERP integrates critical processes such as inventory management, production planning, compliance tracking, and real-time analytics, enabling businesses to deliver consistent, high-quality products. By adopting a robust QM framework within ERP systems, organizations can reduce defects, improve customer satisfaction, and ensure regulatory compliance across the supply chain.

Quality Management (QM) in ERP Systems Training Course equips professionals with the skills to implement, configure, and optimize QM modules in leading ERP platforms such as SAP, Oracle, and Microsoft Dynamics 365. Participants will gain practical insights into quality inspection processes, audit management, and continuous improvement strategies. Through case studies, interactive sessions, and real-time simulations, learners will master techniques to monitor KPIs, risk management, supplier quality, and process standardization, positioning themselves as key contributors to organizational quality transformation.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Understand the fundamentals of Quality Management in ERP systems
2. Implement quality planning, inspection, and control processes
3. Configure ERP QM modules for production and procurement
4. Apply real-time quality analytics for data-driven decision-making
5. Integrate supplier and vendor quality management in ERP
6. Conduct internal audits and compliance monitoring effectively
7. Optimize production process quality and reduce defects
8. Master non-conformance and corrective action workflows
9. Utilize quality dashboards and KPI tracking in ERP
10. Apply continuous improvement and Lean Six Sigma principles
11. Manage regulatory compliance and certification requirements
12. Leverage case studies to identify and resolve quality bottlenecks
13. Enhance cross-functional collaboration for enterprise-wide quality management

Target Audience

1. Quality Managers and QA Professionals
2. Production and Operations Managers
3. ERP Functional Consultants
4. Supply Chain and Procurement Specialists
5. Manufacturing Engineers
6. Compliance and Regulatory Officers
7. IT Professionals implementing ERP systems
8. Business Analysts focusing on process optimization

Course Modules

Module 1: Introduction to QM in ERP Systems

- Overview of ERP and QM integration
- Key quality management processes
- Benefits of QM in ERP
- Industry standards and best practices
- Case Study: Implementing QM in a mid-sized manufacturing firm

Module 2: Quality Planning & Inspection

- Quality planning in ERP workflows
- Inspection types and procedures
- Sampling and statistical process control
- Integration with production orders
- Case Study: Reducing defect rates in automotive parts manufacturing

Module 3: Material & Supplier Quality Management

- Vendor evaluation and selection
- Incoming material inspection
- Supplier quality audits
- Non-conformance management
- Case Study: Supplier quality improvement in electronics manufacturing

Module 4: Production Quality Control

- In-process inspections and checkpoints
- Quality notifications and defect tracking
- Root cause analysis tools
- Corrective and preventive actions (CAPA)
- Case Study: Lean manufacturing process optimization

Module 5: Compliance & Audit Management

- Regulatory compliance integration
- Audit planning and execution
- Documentation and reporting
- Risk management strategies
- Case Study: Achieving ISO 9001 certification in a pharmaceutical company

Module 6: Quality Analytics & KPI Management

- Designing quality dashboards
- Tracking key quality indicators
- Data-driven decision-making
- Predictive analytics for quality improvement
- Case Study: KPI-driven defect reduction in FMCG sector

Module 7: Continuous Improvement & Lean Six Sigma

- Lean principles and Six Sigma methodology
- Process optimization strategies
- Waste reduction techniques
- Integration with ERP workflows
- Case Study: Six Sigma project implementation in manufacturing

Module 8: Advanced QM Practices in ERP

- Automation and AI in quality management
- IoT-based quality monitoring
- Cross-functional quality collaboration
- ERP customization for advanced QM

- Case Study: Digital transformation in quality management using ERP

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

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	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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