London TDM

Quality and Productivity Improvement Training Courses

Course Venue: United Arab Emirates - Dubai

Course Date: From 03 May 2026 To 07 May 2026

Course Place: Downtown Dubai

Course Fees: 5,000 USD

Introduction

Quality Management in Service Industries is crucial for ensuring customer satisfaction, loyalty, and operational efficiency. This 5-day professional course is designed for managers and professionals who aim to implement and enhance quality management systems within service-oriented businesses. Participants will gain insights into the tools, techniques, and best practices necessary to deliver exceptional service quality.

Objectives

- Understand the fundamentals and importance of quality management in service industries.
- Learn to design and implement effective quality management systems.
- Develop skills to identify, analyze, and resolve quality issues.
- Apply continuous improvement methodologies to enhance service delivery.
- Explore the role of technology and data in quality management.

Course Outlines

Day 1: Introduction to Quality Management in Service Industries

- Definition and Importance of Service Quality
- Principles of Quality Management
- Challenges in the Service Industry
- Customer Expectations and Satisfaction
- Case Studies in Service Quality Excellence

Day 2: Designing Quality Management Systems

- Components of a Quality Management System (QMS)
- ISO Standards for Service Industries
- Creating a Quality Policy and Objectives
- Role of Leadership in Quality Management
- Developing a Quality Manual

Day 3: Quality Control and Assurance Techniques

- Inspection and Testing Methods in Services
- Statistical Process Control (SPC)
- Auditing and Reviewing Quality Systems
- Supplier Quality Management
- Tools for Quality Improvement: Six Sigma, Lean

Day 4: Continuous Improvement in Service Delivery

- Understanding Continuous Improvement Processes
- Implementing Plan-Do-Check-Act (PDCA) Cycle
- Performance Metrics and Key Performance Indicators (KPIs)
- Employee Involvement and Training
- Feedback Mechanisms for Continuous Enhancement

Day 5: Technology and Innovation in Quality Management

- Role of Technology in Modern Quality Management
- Data-Driven Decision Making
- Innovation in Service Design and Delivery
- Digital Tools for Quality Monitoring
- Future Trends in Quality Management