



QUALITY FUNDAMENTALS

WE MAKE YOUR PEOPLE THE EXPERTS
WWW.DHIQC.COM



QUALITY LEARNING

COURSE

Quality Fundamentals

DHIQC Diploma in Quality Leadership

Higher Diploma in Quality Leadership

DESCRIPTION

This series of 5 units is designed to be at approximately academic Level 3 and provides an excellent springboard to a higher level course for all aspects of the subject.

The Diploma in Quality Leadership - 9 unit project which converts to a full TQM Implementation Programme.

The Higher Diploma in Quality Leadership incorporates the courses in the Diploma together with a further 3 e-Learning units.

DAVID HUTCHINS INNOVATION

david@hutchins.co.uk
Orchard House, Hillway, Charlton Mackrell,
Somerset, TA11 6AN

CHOOSE YOUR LEARNING PATH

Choose your learning path and start your journey today. Whatever your learning goal, whether its career progression, professional recognition, to improve management tools or productivity, our DHIQC Diploma in Quality Leadership will teach you all the skills you need.

LEARNING PATH

HIGHER DIPLOMA
IN
QUALITY
LEADERSHIP

DIPLOMA
IN
QUALITY
LEADERSHIP

QUALITY
FUNDAMENTALS



WHEREVER YOU ARE WE BRING COLLEGE TO YOU



Quality Fundamentals

Distance Learning – Part time

CMI Registered Certificate in
Quality

28 hours study time

Digital resources: Videos and
interactive quizzes.

Price: £799 +VAT

Wherever you are, we bring college to you. All of our courses are Distance Learning Programmes. DHIQC offer you flexibility to study when it suits you. Start your DHI journey today and you could be qualified in six weeks if you study hard.


Our e-learning course is packed with quizzes as gateways to progression. Each module contains a quiz to check your learning. There are videos in some of the modules which will expand your knowledge of the subject. At the end of the course there is a final assessment. On satisfactory completion of the assessment you will be awarded with the CMI Registered Quality Fundamentals Certificate.

IS THIS THE RIGHT COURSE FOR ME?



What are the entry requirements ?

It doesn't matter if you haven't studied for a long time or maybe you haven't opened a text book in many years. Quality Fundamentals is designed for all levels of academic ability and is intended for the entire payroll from the CEO through to line personnel. It forms the basis of all other David Hutchins International Quality College (DHIQC) quality based courses.

A young man with dark hair, wearing a green sweater, is looking down at a laptop screen. He is in a classroom or office setting. In the background, there is a blurred figure of a woman with long blonde hair. The text "WHAT WILL THIS COURSE DO FOR ME?" is overlaid in a bold, brown font on a semi-transparent white rectangular background.

**WHAT WILL THIS
COURSE DO FOR
ME?**

WORKPLACE LEARNING



QUALITY FUNDAMENTALS ENCOURAGES YOU TO SOLVE REAL WORKPLACE PROBLEMS

As a Quality Fundamentals graduate, you will be able to tackle complex situations and you will learn the practical skills you need to lead and inspire a team.

The CMI registered Quality Fundamentals Course is designed to encourage you to consider problems in your own workplace. Throughout the course you will have plenty of opportunities to relate the learning to real life problems.



CAREER OPPORTUNITIES



EXPAND YOUR KNOWLEDGE BASE AND INCREASE YOUR MARKETABILITY

Quality Fundamentals graduates have higher chances of obtaining and holding a high-level position. Just because you have a job doesn't mean you should hold yourself back or let your skills stagnate. Up-skilling by doing the **Quality Fundamentals** course can help expand your knowledge base and increase your marketability. It'll make your CV stand out. It's a win-win as you also become certified in a new skill. It shows you have the motivation and enterprise needed to boost your career.

What will you have at the end of it?

- You will have a CMI registered Certificate in Quality Fundamentals which will allow you to enrol on the Diploma in Quality Leadership.
- You will have the opportunity to sign up for membership of the CMI and have access to all of the CMI's resources.

A woman with dark hair is smiling and looking towards the camera while using a laptop. The scene is outdoors, with a blurred background of trees and a bright, sunny sky. The text is overlaid on a semi-transparent white rectangular area.

**FLEXIBILITY TO
DELIVER THE
COURSE IN A WAY
THAT SUITS YOU
AND YOUR
ORGANISATION**



LEARNING

BLENDED

CLASSROOM

FLEXIBILITY TO DELIVER THE COURSE IN A WAY THAT SUITS YOU AND YOUR EMPLOYEES

How these courses are delivered is up to you. Some organisations offer 'Blended Learning', they might organise a tutor to teach the materials in a class room format. The advantages of this in an organisation are team dynamics. Employees from different departments will be able to get together and brainstorm ways in which the departments can further complement each other. Doing this course will teach you how to build a productive team, for example, you will be able to create a system of accountability and set standards for communication.

Quality Fundamentals

5 unit course

An Introduction to Quality

Quality the People Factor

Monitoring and Measuring for
Quality

Business Performance
Improvement

Quality based Management
Systems



INTRODUCTION TO QUALITY

TQ 001

Quality is a word that we all use all of the time, and easily slips off the tongue but in most cases people rarely stop to think what it really means. In many cases it really does not matter as we are using it loosely but in other situations it matters a great deal. It matters because depending upon people's perceptions of the 'quality' of an organisation and its products and services, might have a life and death impact on that organisations chances of continued survival. In fact it is true to say that almost every business success or failure could be down to quality related issues. So, what are those issues and would we recognise them if we saw them? Possibly not, hence the failures but that is the purpose of this course.

We have included all of the key quality related issues that impact your organisations business performance. If you consider all of the concepts and ideas we have included here, not only might you be able to contribute to your organisation's success but also your own both inside and outside of work, for example, how to help individuals and teams achieve sporting success, raising the funds for a new village hall etc, the scope is endless. We hope that you enjoy this unit.

QUALITY THE PEOPLE FACTOR

TQ 002

The 'People Factor' is at the core of every successful quality based business strategy. Create the right culture and an organisation could fly to the top of its class, it will breed a culture of trust, engagement and productivity and this will make your organisation a better place to work.

A strong organisational culture will promote a sense of community and provide a platform for everyone to contribute to shared goals. A strong culture will also ensure that everyone aligns with the company's values. This will positively impact on every part of the business, improving retention, recruitment and profit. Even the best company cultures still have room for improvement. If organisational culture is not on the agenda, or you let your standards slip then you risk both retention and recruitment declining.

Quality the People Factor will look at Organisation Values, Management style, Leadership, Quality Circles (encouraging cooperation and collaboration), Team Leadership and Communication and how encouraging positive and open relationships at all levels can impact and improve your company's culture.

THE ROLE OF MONITORING AND MEASURING FOR MAKING DECISIONS TQ 003

'Lord Kelvin remarked that good management was based on making decisions based on facts. Monitoring and Measuring for Making Decisions, looks at the practicalities involved in doing just that.

We look at the popular methods of collecting and analyzing data, the risks involved in both taking samples and 100% data collection. How data can be collected in preparation for the next unit Business Performance Improvement, the fallibility of the human inspector and workplace design. As with the previous units we encourage the practice of Workplace Learning, going into the workplace and seeing how the ideas in this unit are or are not being applied and what are the consequences,

BUSINESS PERFORMANCE IMPROVEMENT

TQ 004

'Business Performance Improvement is a general term used by a wide variety of people but often with very different perceptions of the subject. In terms of its potential for saving significant costs from your processes, we encourage you to get your work colleagues involved (even if they are not doing the course themselves) and practice what the unit teaches. This is the essence of Workplace Learning.

Our perception covers the broadest spectrum and includes every activity in an organisation that will improve its competitive situation in the market place. The Japanese have a name for this, it is 'Dantotsu' and it means that an organisation should strive not only to make every feature of its products, services and general business performance criteria better than its competitors but to be so far ahead wherever possible that it will take at least 5 years to catch up, It means striving to galvanise all the organisations resources to work towards making thr company unbeatable. In order to achieve this, certain basics must be in place and this course is about those basics.

PRINCIPLES OF QUALITY MANAGEMENT SYSTEMS

TQ 005

No doubt, a great many students will be familiar with ISO 9000 and think of it as the basis of Quality management Systems. Many people use it as such but there are some who do not. For example, there is the British Quality Foundation Model (BQF) which uses the European Organisation for Quality (EFQM) Model. There is the American National Quality Award Model known as the 'Baldrige Award', the Japanese Deming Prize concept although this is more a set of principles than simply a model and there are 'Integrated Management Systems' and finally Hoshin Kanri. Which should you use? It is confusing. In this unit each is explored to help the student make up his or her own mind.

THE GATEWAY TO THE DIPLOMA IN QUALITY LEADERSHIP



Following completion of the Quality Fundamentals, you can continue your journey onto the Diploma in Quality Leadership course which, together with the journey into Life Coaching will ensure you continue to progress your career with an internationally recognised qualification by allowing you to develop not only your knowledge and skills but those of your work colleagues also.



The DHI Diploma in Quality Leadership incorporates the courses in Quality Fundamentals but with a significant difference.

Whereas in the case of the Quality Fundamentals course, the student moves from section to section and from unit to unit by correctly answering some on line multi choice questions, in addition to this, the student is required to write a report theoretically to his/her Chief Executive on whatever differences there may be with the ideas in the topics in the sections and what changes might the organisation make as a consequence. This approach follows through all units so when the course is finished and the student has their Diploma, they will also have a complete implementation plan for their organisation.



David Hutchins (Principal of DHI, Tutor and Consultant)

OUR QUALITY CREDENTIALS

David Hutchins has been a consultant and academician in the field of Quality for over 40 years and has provided quality training across all major industries with a large number of leading global companies. David has co-written books with Dr Joseph Juran and other world leaders in the Quality field and is author of 9 best selling books including Quality Circles, Hoshin Kanri, TQM, Just in Time and soon to be published book, Quality without Borders. David is passionate about quality and at 82 years, travels regularly to other parts of the world to give talks on quality. David is a fellow of the City Montessori School in Lucknow, the largest independent school in the world and participates in the annual Quality Convention. In 2010, David was commissioned to design the CQI Level 3 Certificate in Quality Management, the CQI Level 5 Diploma in Quality Management and associated courses.



OUR TUTORS

Our exceptional team and trusted partners cover a full range of skills and experience in consulting, training and coaching. David Hutchins Innovation is based in the United Kingdom with our team members spread throughout the country.



John Dansey
Tutor



Michael Hutchins
Tutor and Consultant



Mike Debenham
Tutor and Consultant

TUTORS

TESTIMONIALS

"Thanks to DHIQC I completed my Diploma in March 2014 and in fine style with a distinction in business research. The relevance, depth, and speed of the tutor feedback were absolutely spot on".

"Just a note to compliment you on the excellence of the course, both breadth, depth and facilities. I expected the course to push forward the frontiers but I had not anticipated by how much."

"I am currently studying Quality Management at David Hutchins International Quality College and David Hutchins has been 100% supportive."

"David Hutchins understands Japanese management philosophy better than any European that we know"

The late Mr Jonji Naguchi, Managing Director of JUSE

QUALITY LEARNING

HOW DO I REGISTER ON THE COURSE?

For further details on the Quality Fundamentals, Diploma in Quality Leadership or our Higher Diploma please contact us on email: david@hutchins.co.uk, call our office on 01458 224040 or visit our website: www.dhiqc.com. We look forward to hearing from you.

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david@hutchins.co.uk
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