

Quality Management system

Course Aim

The course is designed to equip participants with the broad knowledge, skills and attitude required to develop, implement, maintain, monitor, and continually improve a Quality Management System that ensures organizational processes, products, and services consistently meet customer, regulatory, and organizational requirements in accordance with ISO 9001:2015 standards.

Who should attend

- i. Quality Managers and Quality Officers.
- ii. Airline Operations Personnel.
- iii. Airport Operations Personnel.
- iv. Air Navigation Service Provider (ANSP) Personnel.

Entry Requirements

- Minimum age: 18 years
- Holder of successful Certificate of Secondary Education Examination (CSEE)
- Ability to communicate effectively in English

Course Content

- i. Introduction to Quality Management Systems
- ii. Quality Management Principles
- iii. Understanding ISO 9001:2015 Requirements
- iv. Context of the Organization
- v. Leadership
- vi. Planning
- vii. Support
- viii. Operations
- ix. Performance evaluation
- x. Improvement
- xi. Documentation and Record Management
- xii. QMS Implementation Project
- xiii. Practical Exercises and Case Studies

Course Duration

5 Working days

Course fee

•Tanzanian: TZS 1,200,000

•Non-Tanzanian: USD 1200