



**cqm** training & consultancy



## Quality Practitioner

CQM Training and Consultancy Ltd are experts in delivering programmes which focus on truly embedding and sustaining Lean/Continuous Improvement techniques. Specialising in managing culture change that will completely transform the way your employees work, we challenge the ambitions of our clients and their staff to develop themselves beyond all expectations.

Consequently, our programmes provide solid foundations for future growth, whilst realising existing untapped potential.

### Leading Operational Excellence

Through our tailored training and coaching we will deliver the skills, knowledge and behaviours your teams need to drive exceptional performance with confidence.

We use a combination of on-site coaching and workshops to ensure that everyone undertaking the programme identifies and implements real business improvements mapped directly into the company's development plan.

### Quality Practitioner Level 4: Deploying Effective Quality Practices

This occupation is found in the public and private industries to ensure that their organisations fulfil the requirements of their customers and other stakeholders. A fully competent Quality Practitioner can work in a wide range of organisations (from multi-nationals to SMEs), including automotive, defence, food, pharmaceutical, nuclear, retail, financial services, logistics services, public sector and government.

The broad purpose of the occupation is to deploy effective Quality Practices in their responsible area to ensure organisations fulfil the contractual and regulatory requirements of their customers and other stakeholders. This includes four main elements:

1. Quality Planning (planning a delivery system for reliable outputs, such as implementing Quality Management Plans);
2. Quality Assurance (providing confidence to stakeholders that Quality standards are maintained, such as conducting audits);
3. Quality Control (verifying a product or service is meeting agreed specifications, such as carrying out inspections) and;
4. Continuous Improvement (preventing recurrence of poor quality through analysis and addressing the root cause of poor quality, such as conducting investigations).

Training Programmes:  
**Quality Practitioner**

Level of Delivery:  
**L4**

Funding Band:  
**£6,000**

Minimum Entry Requirements:  
**English GCSE C (4) / FS Level 2**  
**Maths GCSE C (4) / FS Level 2**

Programme Duration:  
**14 months**

Route:  
**Apprenticeship**

Delivery Location:  
**Blended onsite and online**  
**instructor led**

Sectors:  
**Pan Sector**

End Point Assessment:  
**Project & Presentation,**  
**Professional Discussion &**  
**Portfolio**



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### Value Added Delivery

**Measurable Impact:** Each project will be defined, qualified and approved within a Profit Improvement Plan (PIP), agreed with you in advance. The PIP is a great management tool and clearly demonstrates the progress of each project using DMAIC and a RAG rating.

**Mentors:** We can help identify and advise on a suitable Mentor within your organisation. We are able to provide coaching to the nominated Mentor so that they fully understand their role and what will be required of them, but also understand the guidelines within which they operate and to whom they report.

**Company Values:** CQM T&C are experienced at mapping company values into the delivery of an apprenticeship programme, and completely understand the importance of doing so, to ensure the programme instils the right behaviours and culture on site.

### Typical Outcomes of Quality Practitioner

- Supports Formulation of Quality Strategy
- Greater management of customer satisfaction and supplier performance
- Effective Quality Policies and Governance Deployment
- Improve overall quality competency and performance
- Plan and Conduct Audits and other assurance activities
- Develop Quality Control Plans for products/services
- Provide guidance on use of methods/tools to improve quality performance
- Solving Quality problems, such as non-conformances, and overcoming challenges to the implementation of solutions
- Effective application of quality risk management and mitigation to drive new products/services development

### Guaranteed Return on Investment

With a focus on sustainability and measured improvement, our development programmes always guarantee a significant Return on Investment, seen not only through financial gain, but importantly through positive behavioural change.

### Flexible Delivery Model

Our highly experienced team of experts will deliver all the training either as an Open Cohort, attended by contemporaries across all industries, or if sufficient numbers exist for a viable cohort, we will deliver on site at your organisation.

### Additional Areas of Expertise

Our skill lies in identifying the current and ongoing needs of your business. To find out how we can further assist in developing your staff please ask for information on our range of programmes which focus upon Leadership and Management Development, Strategy Development and Project Based Consultancy work.

Contact us today for more information

**T:** 0114 281 3747

**E:** [enquiries@cqmltd.co.uk](mailto:enquiries@cqmltd.co.uk)

**W:** [cqmltd.co.uk](http://cqmltd.co.uk)

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