



*Occupational Certificate:*  
**QUALITY MANAGER**

**QUALIFICATION**

## QUALITY MANAGER

### PURPOSE

*The purpose of this qualification is to prepare a learner to operate as a Quality Manager. Quality Managers plan, organize, direct, control and coordinate quality activities to ensure stated quality requirements and objectives are met within an organization.*

### ENTRY REQUIREMENTS

- Quality Controller, NQF Level 4

### LEARNING OUTCOMES

- Ensure incoming, in-process and outgoing quality products or services
- Manage the quality management department to meet performance targets
- Manage a quality management system
- Manage quality functions of an organization to ensure product/service quality

### KNOWLEDGE MODULES

- Quality Management Systems and the 4th Industrial Revolution
- Process Management and Fundamental Management Principles
- Managing Quality Assurance Department or Business Unit and Risk Profiling
- Internal and External Stakeholders , Quality Management and Resources
- Standards and Statutory and Regulatory Requirements
- Design of Quality Measurement and Quality Management Finances

### PRACTICAL SKILL MODULES

- Implement and Maintain Quality Assurance Processes in Compliance with Regulatory and Customer Requirements
- Conduct Quality Assurance to Ensure Product/Service Conforms to Standards and Regulatory Requirements
- Manage Documentation and Records within Quality Assurance Processes
- Improve the Effectiveness and Efficiency of Quality Assurance Processes
- Introduce new Products/Service
- Critically Analyse Qualitative and Quantitative Data and Use Information for Improvements
- Lead and Manage Wellbeing and Performance of Staff and Effectiveness of Teams
- Apply Principles of Business ethics and Accountability
- Conduct Internal Audits of the Quality Management System Policies and Procedures
- Plan the Quality Management Function and Activities
- Develop Quality Business Unit Plans and Control the Achievement of Targets
- Compile a Budget for Operational Expenses for the Quality Business Unit
- Manage Human Capital of the Quality Management Business Unit
- Identify, Acquire and Manage Necessary Resources for Execution of the Quality Function
- Manage Quality Management Systems

### WORK EXPERIENCE MODULES

- Conduct Quality Assurance at Various Stages of the Process
- Maintain Productive and Effective Work Teams for a Quality Business Unit
- Render Quality Planning, Monitoring and Communication Services
- Attend to Standard Financial Planning, Monitoring and Controlling Procedures of the Quality Business Unit
- Plan and Control Targets and Performance Standards in Accordance with Workplace Processes and Procedures



**ACCREDITATION NO.:**  
07-QCTO/SDP050724133634

**CERTIFICATION:**  
QCTO

*Also available as a learnership*

SAQA ID: 118768  
Credits: 270  
NQF Level: 6



### TARGET AUDIENCE

*Individuals that are new or already working within quality management environment, seeking to obtain a formal managerial qualification.*



### MODE OF DELIVERY

*In person classroom  
Virtual (Webinar)*