

In-house training

Improve provides this training in house and tailored to your specific situation or needs upon request. For further information please contact us at +31 40 - 202 1803 or opleidingen@improveqs.nl.

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How do you manage
the quality of your
outsourcing?

OUTSOURCING Quality Level Management

On all registrations and courses our general
and additional conditions apply:
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OUTSOURCING

Quality Level Management

How do you manage the quality of your outsourcing?

There are numerous solutions already widely available for both managing quality and managing outsourcing relationships. Until now there was not one universal framework to approach these challenges and solutions. Improve Quality Services has addressed these solutions in a new practical model: the Quality Level Management-model.

The QLM-model helps to determine a balanced outsourcing strategy that focuses on meeting goals and expectations in terms of time, budget and quality. A balanced strategy uses a selection of measures out of the nine areas of attention in the QLM-model.

It is an accessible model that can be used by both customers and suppliers.

The overall objective of this course is to explain the basic concepts of Quality Level Management and how to apply the QLM-model to your own situation.

After this training:

- You know the basic concepts of QLM and the QLM- model;
- You know the levels at which measures can be taken;
- You know the types of measures that can be taken;
- You know how to apply the model;
- You can apply specific measures;
- You can set up a QLM-plan;
- You can manage a QLM-plan.

Audience

Who should attend this training?

The course is meant for managers and consultants acting on behalf of the customer or supplier in the field of project management, contract management, delivery management, service management, quality management, development or testing.

Roles of participants in their organization.

This training is meant for:

- Test managers
- Project managers
- Contract managers
- Delivery managers
- Quality managers

Prior knowledge or training required

Some general knowledge of quality management and outsourcing is expected.

Program

Structure of this training

In this one-day training we discuss some measures and apply them to the practical situation of the participants. The book "Quality Level Management; Managing Quality Outsourcing "is used as a guide and made available to participants.

Course outline

Quality in Outsourcing

- Advantages
- Pitfalls
- Solutions

Levels of measures

- Product
- Process
- Organization

Sorts of measures

- Preventive
- Detective
- Corrective

Applying the model

- Setting up a QLM-Plan
- Managing a QLM-Plan

Evaluation