Soft skills

Quality and Excellence Approaches Explained to Managers

One day to understand the quality approaches talked about in the company: ISO 9001:2026 management system, continuous improvement, Lean, Six Sigma, 5S, problem solving, excellence models. Designed for managers who are not quality specialists, it explains what each approach expects of them, how they fit together and how to support the quality manager without adding to the teams' workload.

Duration : 1 day

Objectives

1. Explain the principles common to quality approaches: customer focus, process approach, fact-based decisions, continual improvement
2. Distinguish a certifiable management system, improvement methods and excellence models
3. Place the manager's role in an ISO 9001:2026 system: objectives, risks, non-conformities, audits, management review
4. Choose the right tool for a problem in your department: 5S, PDCA, cause analysis, work standard
5. Prepare your team for an audit and respond factually

Programme

Day 1 — morning

• Quality, compliance, excellence: what each word means to a customer

• Quality management principles and the process approach

• ISO 9001:2026 as seen by a manager: what the standard asks of them, including quality culture and ethical behaviour

• Certification, internal audit, customer audit: who checks what

Day 1 — afternoon (workshop)

• Lean, Six Sigma, 5S, PDCA: objectives, tools and limits of each approach

• Non-conformities and corrective actions: the role of the field manager

• What the auditor expects from a manager interviewed in their department

• Workshop: quality roadmap for your department in five actions, then knowledge test

Teaching methods

• Short presentations illustrated by situations from industrial, distribution and service companies

• Entry quiz to spot preconceived ideas about quality

• Role play: a manager interviewed by an auditor in their workshop or department

• Applying an improvement tool to a real problem brought by participants

• Glossary of quality approaches handed out at the end of the session

Assessment and documents

Entry quiz and knowledge test at the end of the day, with a follow-up evaluation at D+1. Numbered certificate, verifiable online, for each participant; training report for the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

To read the standard requirement by requirement, the course "ISO 9001:2026 — Requirements and Implementation" (2 days) takes over. To apply the method to a real process, see "Designing and Improving Work Processes".

Practical information

Duration	1 day
Audience	Managers and executives who are not quality specialists: production, logistics, sales, purchasing, HR, finance
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Do I need to know ISO 9001 to take this day?

No. The course starts from scratch and is aimed precisely at managers who hear about the standard, audits or Lean without knowing what they involve.

Who is it for?

Managers in production, logistics, sales, purchasing, HR or finance, in a certified company or one working towards certification. It helps them play their role without becoming quality specialists.

Does it replace a quality manager's training?

No. A quality manager needs detailed knowledge of the requirements and of audits, covered in the courses of the management systems domain. This day gives other managers the benchmarks to work with them.

Can it be organised before a certification audit?

Yes. Held a few weeks before the audit, it prepares managers to be interviewed in their department and to present their objectives, indicators and actions.