HRODC Postgraduate Training Institute

A Postgraduate-Only Institution

104

Performance Management and Modern Quality Systems

Course or Seminar

Leading To:

DIPLOMA – POSTGRADUATE IN
Performance Management and Modern Quality Systems (Quad Credit)

Accumulating to

POSTGRADUATE DIPLOMA

Progressing To A Masters Degree –

MBA – MSc - MA

Course Coordinator:
Prof. Dr. R. B. Crawford – Director of HRODC Ltd. and Director of HRODC Postgraduate Training Institute, A Postgraduate-Only Institution. He has the following Qualifications and Affiliations:

- Doctor of Philosophy {(PhD) (University of London)};
- MEd. Management (University of Bath);
- Advanced Dip. Science Teacher Ed. (University of Bristol);
- Postgraduate Certificate in Information Systems (University of West London, formerly Thames Valley University);
- Diploma in Doctoral Research Supervision, (University of Wolverhampton);
- Teaching Certificate;
- Fellow of the Institute of Management Specialists;
- Human Resources Specialist, of the Institute of Management Specialists;
- Member of Academy of Management (MAoM), within the following Management Disciplines:
  - Human Resources;
  - Organization and Management Theory;
  - Organization Development and Change;
  - Research Methods;
  - Conflict Management;
  - Organizational Behavior;
  - Management Consulting;
  - Gender & Diversity in Organizations; and
  - Critical Management Studies.
- Member of the Asian Academy of Management (MAAM);
- Member of the International Society of Gesture Studies (MISGS);
- Member of the Standing Council for Organisational Symbolism (MSCOS);
- Life Member of Malaysian Institute of Human Resource Management (LMIHRM);
- Member of ResearchGate Community;
- Member of Convocation, University of London;
- Professor HRODC Postgraduate Training Institute.

Prof. Crawford was an Academic at:

- University of London (UK);

- London South Bank University (UK);
- University of Greenwich (UK); and
- University of Wolverhampton (UK).

For Whom This Course is Designed
This Course is Designed For:

- Executives;
- Managers;
- Supervisors;
- Performance Analysts;
- Team Leaders;
- Project Managers;
- Quality Managers;
- Project Managers;
- Production Managers;
- Production Supervisors;
- Inspectors;
- Production Operators;
- Business Owners;
- All others desirous of enhancing their expertise in the management of the performance of individuals and teams, and the quality of their output, towards business and organisational effectiveness.

Duration:20Days(4 Weeks)

Cost:£20,000.00Per Delegate

Please Note:

- V.A.T. (Government Tax) does not apply to Corporate Sponsored Individuals, taking Programmes or Courses in any location - within or outside the UK.
- It applies only to Individuals and Corporations based in the UK and to Non-UK Individual Residents taking courses in the UK.

Cost includes:

- Free Continuous snacks throughout the Event Days;
- Free Hot Lunch on Event Days;
- Free City Tour;

- Free Stationery;
- Free On-site Internet Access;
- Diploma – Postgraduate –in **Performance Management and Modern Quality Systems (Quad Credit)**; or
- Certificate of Attendance and Participation – if unsuccessful on resit.

HRODC Postgraduate Training Institute's Complimentary Products include:

1. HRODC Postgraduate Training Institute's **Leather Conference Folder**;
2. HRODC Postgraduate Training Institute's **Leather Conference Ring Binder/ Writing Pad;**
3. HRODC Postgraduate Training Institute's **Key Ring/ Chain**;
4. HRODC Postgraduate Training Institute's **Leather Conference (Computer – Phone) Bag** – Black or Brown;
5. HRODC Postgraduate Training Institute's **8GB USB Flash Memory Drive**, with Course Material;
6. HRODC Postgraduate Training Institute's**Metal Pen;**
7. HRODC Postgraduate Training Institute's **Polo Shirt**.

Please see product images, as a separate file - Complimentary Products For Students and Delegates, from HRODC Postgraduate Training Institute.

Daily Schedule:9:30 to 4:30 pm.

Location: Central London and International Locations

Performance Management and Quality Management
Leading to Diploma-Postgraduate in Performance Management and Quality Management (Quad Credit)

Performance Management Objectives

Course Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

- Explain the concept of performance management;
- Distinguish performance management from performance appraisal;
- Recognize the multiple negative consequences that can arise from the poor design and implementation of a performance management system. These negative consequences affect all the parties involved: employees, supervisors, and the organization as a whole;
- Demonstrate their understanding of the concept of a reward system and its relationship to a performance management system;
- Distinguish among the various types of employee rewards including compensation, benefits, and relational returns;
- Describe the multiple purposes of a performance management system including strategic, administrative, informational, developmental, organizational maintenance, and documentation purposes;
- Describe and explain the key features of an ideal performance management system;
- Create a presentation providing persuasive arguments in support of why an organization should implement a performance management system, including the purposes that performance management systems serve and the dangers of a poorly implemented system;
- Note the relationship and links between a performance management system and other HR functions including recruitment and selection, training and development, workforce planning, and compensation;
- Describe and explain contextual and cultural factors that affect the implementation of performance management systems around the world;
- Justify why performance management is an ongoing process including the interrelated components of prerequisites, performance planning, performance execution, performance assessment, performance review, and performance renewal and recontracting;
- Conducta job analysis to determine the job duties, needed knowledge, skills, abilities (KSAs), and working conditions of a particular job;
- Writea job description that incorporates the KSAs of the job and information on the organization, unit mission, and strategic goals;
- Exhibit an understanding of why the poor implementation of any of the performance management process components has a negative impact on the system as a whole;
- Demonstrate an understanding of the dysfunctional or disrupted link between any of the performance management process components has a negative impact on the

system as a whole;

Course Contents, Concepts and Issues

Part 1: Strategic and General Considerations

- Performance Management and Reward Systems in Context:
- Performance Management Process
- Performance Management and Strategic Process:

Part 2: System Implementation

- Defining Performance and Choosing a Measurement Approach:
- Measuring Results and Behaviours:
- Measuring BehavioursGathering Performance Information:
- Implementing a Performance Management System:

Part 3: Employee Development

- Performance Management and Employee Development;
- Personal Developmental Plans:
- Performance Management Skills:

Part 4: Reward System, Legal Issues and Team Performance Management

- Performance Management: Reward Systems and Legal Issues:
- Managing Team Performance:

Modern Quality Systems

Course Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

- Demonstrate their appreciation for consumer and client demand for quality;
- Demonstrate their awareness of consumers' increasing quality consciousness;
- Exhibit an understanding of the role of Quality Systems in:
- Creating a positiveorganisationalimage;

- Lowering operational costs;
- Reducing or averting product or service liability litigation;
- Demonstrate their understanding of ‘Modern Control Systems;
- Determine the place of mutual adjustment, as a co-ordinating mechanism within specific organisational settings – determined by their sizes and stages of development, and work process;
- Determine how management information systems support organisational control;
- Determine the cybernetic value of computerised information system in general organisational functioning and specifically management control system;
- Evaluate the impact of a haphazard management accounting system on the overall organisational control mechanism;
- Explain the import conversion export process;
- Apply the concept of equifinality in organisational control;
- Indicate when managerial control should be relaxed, to facilitate organisational development, quality improvement and continuous professional development;
- Establish quality objectives;
- State quality objectives as precisely as possible;
- Set quality objectives in relation to other organisational objectives;
- Relate objectives to specific actions, whenever necessary;
- Pinpoint expected results;
- Specify when goals are expected to be achieved;
- Distinguish between strategic, tactical and operational quality objectives;
- Establish a ‘quality-throughput accounting balance’;
- Demonstrate how a continuous improvement strategy might be designed and implemented;
- Illustrate how just-in-time system works in practice;
- Establish the difference in ‘push’ and ‘pull’ between Just-In-Time (JIT) System and Material Requirement Planning (MRP);
- Demonstrate their understanding of the fundamental differences between JIT and MRP;
- Demonstrate the quality benefits of JIT vs. MRP;
- Indicate the quality issues involved in JIT and MRP;
- Exhibit their understanding of the Sourcing strategies, which are necessarily employed in JIT and MRP;
- Demonstrate their ability to circumvent problems posed by Single Sourcing;

- Exhibit their understanding of the fundamental tenets of Total Quality Management (TQM);
- Demonstrate their ability to contextualise the following:
- Demonstrate their understanding of the role of the British Standard Institution (BSI) as an International Quality Assessment Body;
- Exhibit their ability to plan, establishing & monitor Quality Systems;
- Exhibit an understanding of the fundamental principles of Total Quality Management (TQM);
- Demonstrate their ability to Implement and Monitoring TQM;
- Demonstrate an understanding of the operational constraints of popular quality systems;
- Illustrate the perceptual value of quality assurance;
- Exhibit their ability to establish quality assurance from quality objectives;
- Demonstrate their ability to Quality Benchmarking;
- Evaluate the standards proposed by internationally acclaimed quality protagonists, such as:
- Use quality as a basis for conducting an internal and external environmental analysis.
- Demonstrate their ability to use quality as the basis for conducting a strategic operational review.
- Exhibit their ability to initiate and institutionalise incremental quality improvement.
- Demonstrate their ability to Identify areas for quality improvement.
- Exhibit an understanding of the role of communication for quality improvement.
- Demonstrate their understanding of the role ofResearch and Development in Quality Improvement.

Course Contents, Concepts and Issues

- Quality: A Definition;
- Clients' Quality Consciousness;
- The Law and Development of Quality Assurance;
- Using Quality As A Tool To:
- Modern Control Systems;
- Management Information System;
- Computerised Information Systems;
- Information Speed;
- Information Retrieval;
- Management Accounting System;
- The Import- Conversion –Export Process;
- The Import Process;
- The Conversion Process;
- The Export Process;
- Operational Control System;
- Service Operation;
- Process Scheduling;
- Loading;
- Sequencing;
- Detailed Scheduling;
- Inventory Control;
- Cost Control;
- Quality Control;
- Controlling Utilisation of Organisational Resources;
- Co-Ordaining As a Control Mechanism;
- Mutual Adjustment;
- Direct Supervision;
- Standardisation of Work Process;
- Standardisation of Input-Skills, Knowledge and Attitudes;
- Standardisation of Output;
- Organisational Structure as a Control Function;
- Communication Dissemination;

- Decision Making Involvement;
- The ‘In’ Inventory;
- The ‘Out’ Inventory;
- The ‘JIT’ Inventory System;
- The Kanban System;
- Establishing Quality Objectives;
- Stating Precise Objective;
- Setting Quality Objectives In Relation To Other Organisational Objectives;
- Relating Objectives to Specific Actions;
- Pinpointing Expected Results;
- Specifying When Goals Are Expected To Be Achieved;
- Distinguishing Between Strategic, Tactical and Operational Quality Objectives;
- Establishing a ‘Quality-Throughput Accounting Balance’;
- Continuous Improvement Programme;
- Just-In-Time (JIT) Compared With Material Requirements Planning (MRP);
- JIT Vs MRP: Component and Material Sourcing Strategy;
- The Quality Benefits of JIT vs. MRP;
- The Quality Issues Involved In JIT and MRP;
- Kaizen or Continuous Improvement;
- Modern Quality Systems;
- The British Standard Institution (BSI) as an International Quality Assessment Body;
- The Fundamental Principles of Total Quality Management (TQM);
- Implementing and Monitoring TQM;
- What is the International Organisation for Standardization (ISO);
- What *'International Standardization'* Means;
- How ISO Standards Benefit Society;
- The Hallmarks of the ISO Brand;
- ISO and World Trade;
- ISO and Developing Countries;
- How to Recognize an ISO Standard;
- The Big, Wide World of ISO Standards;
- What Makes ISO 9000 and ISO 14000 So Special;
- What Makes Conformity Assessment So Important;
- ISO9000 as A Quality Framework;
- The ISO9000 Family;

- ISO 1400: An Introduction;
- Planning, Establishing and Monitoring Quality Systems;
- The Perceptual Value of Quality Assurance;
- Establishing Quality Assurance from Quality Objectives
- Quality Benchmarking;
- Guidelines for Achieving Quality:
- Quality and Internal and External Environmental Analysis;
- Quality and Strategic Operational Review;
- Incremental Quality Improvement;
- Identifying Areas for Quality Improvement;
- Communication for Quality Improvement;
- Researches and Development for Quality Improvement.

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