



Workshop on Advanced Strategic Quality Management

February 2 – 6, 2026, 1st Run: Lagos & Port Harcourt

August 3 – 7, 2026, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: Lagos: N350, 000,

Abuja / Port Harcourt: N400, 000 per Participant

Delivery Mode: In-person / Live Virtual / Hybrid

Online course fee: N300, 000 per Participant

Available for In-plant Training

**700 U\$D for foreign
Participants**

Program Overview:

This course presents a blend between strategy and quality to help participants develop the right skills to plan their organization's quality strategic plans. The course will take participants through the history of quality and strategy and link them both using practical applications. Participants will learn how to analyze current organizational status and identify gaps and future needs. The course will also examine the strategic planning process from initiation to selection of initiatives. Moreover, the identification process of quality key result areas will be discussed. Participants will leave with the tools, skills and knowledge to start their own journey to strategize for their quality departments and produce deployment plans.

For Whom:

All quality managers and staff who are involved in influencing, formulating or supporting the long term planning and strategy of the quality department or organization as well as those who are responsible for linking, measuring and improving the performance of others. The course is also suitable for employees targeted for development or promotion within the quality function.

Learning Objectives:

At the end of the program, participants will be able to:

- define quality and strategy concepts highlighting the main components of strategic planning in quality;
- analyze the current situation identifying opportunities to draft a strategic quality plan;
- generate strategic goals for their quality department;
- convert a strategic plan into an operating plan; and
- design key performance indicators (KPIs) and draft the organization's a quality balanced scorecard.

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

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Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

Course Outline:

Day 1: Goals, objectives and creative strategies

- Goals, objectives and targets for the quality division
- Financial versus non-financial objectives
- The use of key result areas in the quality sector
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Day 2: Adopting effective strategies to achieve excellence

- Examples of strategic objectives
- Examples of quality department strategies
- Moving from critical success factors to strategic goals

Day 3: Developing operating plans

- Expanding SWOT for Strategies
- The how-how technique to develop quality related initiatives
- Criteria of effective action plans
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Day 4: Implementing Action Plan

- Linking goals, strategies, action plans and budgets
- Developing a quality department plan
- Executing the tactical plan

Day 5: Measuring quality management strategy achievement

- Approaches to control in quality
- Using Key Result Areas (KRAs) to create KPIs for process control
- Examples on quality KPIs
- Types of Measures
- Quality dashboard
- The balanced scorecard for the quality department

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

In-plant Fee Negotiable

WORKSHOP FEE:

**Workshop fee: Lagos: N350, 000 per Participant, VAT-N26,250
Abuja / Port Harcourt: N400, 000 per Participant, VAT-N30,000**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664, &
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Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.

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