

Quality Manager NQF Level 6



^ PURPOSE

This Occupational Certificate: Quality Manager qualification is designed to provide learners with advanced knowledge, skills, and competencies required to lead quality management systems and drive continuous improvement. The qualification covers quality management principles, ISO standards implementation, process optimisation, auditing, and organisational quality leadership.

A qualified learner will be able to:

- Develop and implement comprehensive quality management systems
- Lead quality audits and ensure compliance with international standards
- Drive continuous improvement initiatives across the organisation
- Analyse quality metrics and implement corrective actions
- Manage quality assurance teams and stakeholder relationships
- Apply ISO 9001 and other quality management frameworks

^ COURSE CONTENT

Module 1: Fundamental Management Principles

- Fundamental Management Principles
- Quality Management

Module 2: Quality Management and Quality Management Systems

- Quality Management and Quality Management Systems
- System Management and Leadership

Module 3: Quality Management and the 4th Industrial Revolution

- Quality Management and the 4th Industrial Revolution

Module 4: Managing a Quality Assurance Department

- Managing Quality Assurance Department or Business Unit
- Lead and Manage Wellbeing and Performance of Staff and Effectiveness of Teams
- Develop Quality Business Unit Plans and Control the Achievement of Targets
- Manage Human Capital of the Quality Management Business Unit
- Plan and Control Targets and Performance Standards
- Maintain Productive and Effective Work Teams

Module 5: Ethics and Accountability

- Apply Principles of Business Ethics and Accountability
- Apply Business Ethics, Accountability and Liability

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Module 6: Process Management

- Process Management
- Implement and Maintain Quality Assurance Processes
- Standards and Statutory and Regulatory Requirements

Module 7: Internal and External Stakeholders

- Internal and External Stakeholders
- Introduce New Products/Services

Module 8: Risk Profiling and Audits

- Risk Profiling
- Conduct Internal Audits of the Quality Management System

Module 9: The Design of Quality Measurement

- Design of Quality Measurement

Module 10: Quality Management Finances

- Management of Resources
- Quality Management Finances
- Compile a Budget for Operational Expenses
- Identify, Acquire and Manage Necessary Resources
- Attend to Financial Planning, Monitoring and Controlling Procedures

Module 11: Conduct Quality Assurance

- Plan the Quality Management Function and Activities
- Conduct Quality Assurance to Ensure Compliance
- Manage Documentation and Records within QA Processes
- Manage Quality Management System
- Manage Quality Assurance Activities
- Conduct Quality Assurance at Various Stages
- Render Quality Planning, Monitoring and Communication Services

Module 12: Analysis and Process Improvement

- Critically Analyse Qualitative and Quantitative Data
- Improve the Effectiveness and Efficiency of QA Processes
- Analyse and Evaluate Information and Report on Quality Management
- Execute Continuous Improvement and New Product/Service Implementation

^ DELIVERY

- Duration: 24 Months
- Delivery: Classroom/Online/Blended

^ ENTRY LEVEL REQUIREMENTS

- NQF Level 5 qualification with Mathematics

^ CAREER POSSIBILITIES

- Quality Manager
- Quality Assurance Manager
- Quality Systems Manager

^ ACCREDITATION

- Occupational Certificate – Quality Assurer
- Accreditation: QCTO
- SAQA ID: 118768
- NQF Level: 6
- Credits: 270