



WORLD CLASS QUALITY MANAGER

Advanced Quality Management Framework for World-Class Operations



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TRAINING OBJECTIVE

- Understand the philosophy and strategic role of modern quality management
- Integrate the quality system with operational excellence
- Managing quality based on customer requirements and business impact
- Systematically controlling process and product quality
- Using measurements, metrics, and statistical thinking in decision-making
- Managing supplier quality and supply chain quality
- Identifying the Cost of Poor Quality (COPQ)
- Implementing continuous quality improvement

KEY CONTENT

- Integrated framework for world-class quality management
- Strategic quality leadership perspective
- Understanding world-class quality systems
- Fundamentals of data-driven quality control
- Supplier quality management framework
- Risk-based quality management approach
- Continuous improvement mindset
- Understanding the relationship between quality and business performance



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about SSCX International

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WHO SHOULD ATTEND

- Quality Manager
- Operational Excellence Manager
- Production Manager
- Manufacturing Manager
- Continuous Improvement Professional
- Engineering Manager
- QA/QC Professional
- Supply Chain & Procurement Professional
- Business Improvement Leader



TRAINING OUTLINE

Day 1

- Executive Quality Mindset
- Quality Leadership & Management
- World-Class Quality System
- Quality Planning & Customer-Driven Quality
- Product, Process & Service Design

Day 2

- Process Management & Operational Quality Control
- Measurement, Metrics & Statistical Thinking
- Statistical Process Control
- Risk Based Quality Management

Day 3

- Supplier Quality & Supply Chain Quality
- Quality Improvement System
- Quality Cost & Business Impact

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Schedule

Aug 3 - 5, 2026