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Inspire trust.

## Process Management E-Learning

Your Training at  
TÜV SÜD Akademie



### Course Description

In this training, you will learn about how quality management can be a valuable tool for you as a leader. The training is focused on the most important aspects of ISO 9001, so you get valuable input for a performance-based management system and a proactive quality culture. In six interactive learning cards, this online training will take you on a short and concise trip through the main aspects of quality management that you should know as a leader. The main elements, e.g., risk-based thinking or the PDCA cycle, are explained to you in detail. Videos on the management review and the turtle diagram will reinforce your understanding of the methods. Determine the speed at which you proceed individually and check your success with short tests.

### Who should attend

- You know how to create a process map for your business.
- You know how to handle cutting and seams in the process.
- You know how to optimize processes.
- You can familiarize yourself with the topic at any time and anywhere.

### Course Objective

- Processes and management systems
- Process approach and process map
- Types of processes
- Process documentation and notation
- Process participants and process teams
- Processes along the PDCA cycle
  - Process planning
  - Process performance
  - Process analysis
  - Process improvement
    - Benefits of process management

### Course contents

- Purpose and benefits of a quality management system
- Role of ISO 9001
- Tasks of leaders in a quality management system
- Establishing a quality culture
- Tools for improvement
  - Internal audits
  - Management review
  - Turtle diagram
- Process approach

### Methodology

You are part of an interactive journey on which you are provided text, graphics, videos, podcasts or chatbots to widen your knowledge. Quizzes give you the opportunity to verify your learning progress

### Certificate

Certificate of Attendance

**Sale Modes:** Single License, Group License, SCORM Sale

**Duration:** 30 minutes

**Number of Modules:** 2

**Learning Mode:** Self-Paced (LMS)

**Interactivity Level (1-4):** 1

**Language:** English