

Objective

To increase micro and small business persons awareness and applicability of quality management practices, thereby enabling them to make strategically informed business decisions.

Who can benefit

Existing or potential micro and small enterprise owners.

Prerequisite

The minimum qualification required for this course is a Secondary School Education.

By the end of the programme

Each participant is expected to have developed an action plan for monitoring of Quality activities, by the end of the course, and be engaged in at least one (1) process review by the Saint Lucia Bureau of Standards.

Endorsement

This programme will be endorsed by a recognized educational institution.

Lead Facilitator:

Betty Combie (Management Consultant, Moz)



Programme Outline

1. The Bottom Line
2. The International Standard for QMS
3. Alignment with Current Management Structure
4. Risk management
5. Introduction to other management systems - 1 (Environmental Management, Energy Management & OHSAS)
6. Introduction to other management systems - 2 (Food Safety Management)
7. Book of Policies
8. Operational planning
9. Operating Effectively and Efficiently
10. Documenting Operations
11. Improvement tools and techniques
12. Teamwork
13. Checking Business Operations
14. Action Plans

STRATEGY

Participants will be assigned to groups according to sectors. Group participants volunteer to use one company as an example for group activities. The output of group activities will include:

1. Quality policy and objectives
2. Risk register
3. Quality plan
4. Quality Manual
5. Process maps, procedures and work instructions

Payment

All payments are made through **the Government Treasury using an "A FORM"**, completed and stamped (by SEDU), to be obtained from the office of the **Small Enterprise Development Unit**.

Payment Plan

Participants pay the total course fee prior to the start of the course.

Graduation

Participants will graduate based on successful completion of assessments, assignments, attendance and financial obligations

Refund

Full refund for an enrolled course will be done provided the participant has informed SEDU during the first **two (2) weeks** into the programme. For refunds persons **MUST** present the following:

Letter with request for refund for said Course

National ID for copy

Copy of receipt

Note: Refund will be processed by Treasury according to their schedule.

PARTICIPANTS RESPONSIBILITIES FOR ALL COURSES:

- To ensure the smooth running of the various sessions, the following rules have been established:
- Please ensure that you **sign the Attendance Sheet** every time you attend classes. This is proof that you attended the course.
- To minimize disruptions to classes:

Cell Phones

Kindly keep off or in the vibrate mode.

Avoid answering calls in the class.

- Participants are expected to be punctual for all sessions
- Participants are expected to honour their financial obligations
- It is **your responsibility** to follow up with the facilitator whenever you have been absent for a training session
- Participate in assessments undertaken in the respective Course
- Complete the Action plans and assignments in a timely manner



DAYS & TIMES OF CLASSES

Thursdays from 2:00 pm to 5:00 pm

VENUE:

Conference Room in the Grace Augustin Building, Sir Arthur Lewis Community College, Morne Fortune, Castries

COURSE CYCLE:

September - December

February— May

COURSE DURATION:

Fifteen Weeks (15) Weeks

FEE

\$450.00

4th Floor Heraldine Rock
Bldg. Waterfront
Castries

Phone: 468-4223/453-2891
Fax: 453-7347
E-mail: sedu@gosl.gov.lc
Website: www.commerce.gov.lc

**QUALITY MANAGEMENT
SYSTEM COURSE**

STUDENT INFORMATION



**MINISTRY OF COMMERCE, BUSINESS
DEVELOPMENT, INVESTMENT &
CONSUMER AFFAIRS**

SMALL ENTERPRISE DEVELOPMENT UNIT



***Small Enterprise Development
and
Ultimately National Prosperity***