

COURSE OUTLINE

Focused Quality Assurance for Finance Professionals

Who is it for?

This workshop is aimed at finance professionals who find themselves tasked with improving quality assurance and is presented in a series of comprehensive and unique interactive modules. It maintains the balance between concept, application and success throughout. It is informative, searching & includes several inter-active workshops for all the participants, who will have the opportunity to learn and discuss in real terms how they themselves can be successful.

What is it about?

The participants will learn the skills and gain the insight to understand quality and quality assurance more effectively by enhancement of capabilities in communication, customer satisfaction, process improvement, learning and skill development. They will learn the importance of flexibility, focus, encouragement and empathy in their roles within the company and improve individual, team and inter-team performance.

What will it cover?

- What is Quality in Finance and Banking?
 - What does quality mean and how can we identify it.
 - What is quality assurance and why is it important.
 - What elements contribute to quality and quality assurance in the bank?
 - We will highlight standards and values, communication, learning, customers and processes.
- International Standards & Values
 - What are international standards and values?
 - Where do they interact with and impact quality in the organisation.
 - How and why do we maintain these standards?
- Communicating Effectively to Improve and Maintain Quality
 - Assessing first impressions and recognising your reaction when you meet others.
 - Recognising the elements of body language and what they really mean – discussion.
 - Your style of verbal communication and then understanding your listening skills.
 - Assertiveness in communication, what you say, how you say it and the words to use.

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- Formal & informal e mail phrases & 7 simple steps to improve English business documents.
- Managing a Quality Relationship with your Customer
 - What do you want from your customer relationship?
 - Existing format versus customer relationship marketing.
 - How you serve is a major differentiator and profit generator.
- Organisation Performance Improvement
 - Developing smart people & people smart strategies for the organisation.
 - Organisational structures and their impact on quality.
 - How to implement change and make it acceptable and effective.
- Economic Value of a Quality Customer Focused Organisation
 - One to one marketing - the individual customer
 - Accurate anticipation of customer needs
 - Maximise customer profitability through quality and service
 - Cost of not doing it - impact of competition or the benchmarking angle
- Quality Assurance Process and Practice
 - The original format from TQM using EQFM as the comparator.
 - The project management process assessed to identify the important factors.
 - QA best practices and the importance of a good standard operating procedure.
 - SAP implementation methodology discussed and evaluated.
 - An exploration of quality control in banking with reference to SPC and TQM.
- The Learning & Leading Organisation
 - “Whatever it takes” helping each other to get it right.
 - The ultimate in leading quality, involving your customer as part of your team.
 - Always celebrate the successes and recognise the stars.

What will I learn?

- Develop a better understanding of quality & quality assurance
- Understand that people and processes are key to quality
- Maintain good communications to ensure continuous improvement
- Identify the key criteria for successful quality assurance
- Develop business & people skills towards high quality team success
- Manage relationships with customers to ensure quality service
- Ensure that your organisation’s international standards & values are met