

# Quality Control

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## Overview

This 1 day course is ideal for those entering a role in quality control for the first time such as QA or QC personnel, a quality team who would benefit from shared learning to bring the team together and junior production personnel such as line leaders or team supervisors.

By the end of the course, delegate should be able to:

- Understand that quality can mean different things to different customers and that their customers are both internal and external.
- Learn to look for potential issues as well as existing issues.
- Understand the full purpose of record completion and the importance of accuracy
- Gain confidence in decision making, agreeing actions and following up to ensure completion.
- Realise when and to whom they should be communicating.

## Course Content

- What do we mean by the terms 'quality' and 'due diligence'
- Who is 'the customer'
- What's the purpose of a QA/QC role
- Documentation
- How to resolve problems

