



**Ministry of Civil Aviation**

**Egyptian Aviation Academy**

## **Quality Improvement Methodologies**

### **COURSE OBJECTIVES**

- .Giving complete satisfaction to the customer**
  - .Complying consistently to an agreed level of specification**
  - .Providing an acceptable product at an acceptable cost**
  - .Providing a product which is 'fit for the purpose'**
- Quality is all about customer satisfaction**

### **WHO SHOULD ATTEEND**

- Quality managers**
- Airport managers**
- Airport operation officer**
- Airline station managers**

### **COURSE CONTENTS**

- Quality Management Definition**
- Quality Dimensions**
- The Eight Product Quality Dimensions**
- The Four Service Quality Dimensions**
- Quality Characteristics**
- Historical Development of Quality Improvement Methodologies**
- Reasons For Implementing QMS**
- Benefits of QM**

Cost Reduction Principles

Work Processes

Customer Satisfaction

Customer Relationship Management

Guarantees

**COURSE DURATION**

3 days / 12 Hours

**MINIMUM NUMBER OF TRAINEES**

8