

Foundations of Quality and Operational Excellence

1. Overview

This programme is designed to equip middle and senior managers with the skills to evaluate, develop, and enhance operational processes, communication, and change initiatives in alignment with best practice principles. Participants gain a foundational understanding of quality management, including benchmarking, operational planning, change readiness, and effective functional communication. The programme empowers learners to drive operational excellence, improve stakeholder satisfaction, and foster adaptive leadership in dynamic business environments.

2. Programme Outcome:

- Assess current workplace practices against industry best standards
- Develop, implement, and evaluate operational plans that align with organizational strategy
- Recommend and support structured change initiatives within a unit or division
- Enhance and manage communication processes within business functions
- Apply quality-focused thinking to everyday management and decision-making

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0773

SAQA US:

252024, 252032, 264408, 252021

NQF Level:

5

Credits:

23

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive the programme materials and resources are emailed to the participants. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive the learning material by email to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(252024 US):** Evaluate current practices against best practice
- **(252032 US):** Develop, implement and evaluate an operational plan
- **(264408 US):** Manage and improve communication processes in a function
- **(252021 US):** Formulate recommendations for a change process

4. Topics

- **Module 1:** Implementing Best Practices for Continuous Improvement
- **Module 2:** Strategic Operational Planning and Execution
- **Module 3:** Enhancing Communication Across Functions
- **Module 4:** Driving Change with Confidence

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation