



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Quality Control

Custom Courses / Quality Management

Unit Standard AATICD-0203 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to apply quality control principles in a workplace environment. Participants will learn to monitor processes, identify non-conformances, and implement corrective actions to ensure products and services meet specified standards.

Category	Custom Courses
Subfield	Quality Management
Unit Standard	AATICD-0203
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Explain the principles of quality control and their application in the workplace.
- Apply quality control tools and techniques to monitor and measure process performance.
- Analyze data to identify non-conformances and root causes of quality issues.
- Implement corrective and preventive actions to address quality deviations.
- Evaluate the effectiveness of quality control measures and recommend improvements.

WHO SHOULD ATTEND

- This course is designed for quality assurance officers, production supervisors, and team leaders responsible for maintaining quality standards in manufacturing, service, or administrative settings.

COURSE OUTLINE

Day 1: Foundations of Quality Control

- Introduction to quality control and its evolution.
- Key concepts: quality, quality control, quality assurance.
- Overview of quality standards (ISO 9000 series, SABS).
- The cost of quality: prevention, appraisal, failure.
- Quality control vs. quality assurance vs. total quality management.
- The quality control cycle: plan, do, check, act.
- Introduction to statistical thinking.
- Group discussion: Examples of quality failures.

Day 2: Statistical Process Control (SPC) Fundamentals

- Variation: common causes vs. special causes.
- Introduction to probability distributions (normal distribution).
- Control charts: purpose, types, and construction.
- X-bar and R charts: step-by-step calculation.
- Interpreting control charts: out-of-control signals.
- Process capability: Cp, Cpk, and Cpm.
- Sampling plans: attributes vs. variables.
- Exercise: Manual calculation of control limits.

Day 3: Inspection, Testing, and Sampling Techniques

- Inspection planning and types.
- Sampling plans: single, double, multiple.
- Attribute sampling: AQL, LTPD, OC curves.
- Variables sampling plans.
- Measurement system analysis (MSA): bias, linearity, stability.
- Gauge R&R; studies.
- Introduction to non-destructive testing (visual, ultrasonic, radiographic).
- Case study: Designing a sampling plan.

Day 4: Quality Improvement Tools and Methodologies

- Seven basic quality tools: detailed explanation and application.
- Root cause analysis: 5 Whys and fishbone diagram.
- PDCA cycle in practice.
- Lean principles: waste reduction, 5S.
- Six Sigma: DMAIC methodology.
- Kaizen and continuous improvement.
- Quality function deployment (QFD) overview.
- Team exercise: Fishbone diagram for a real problem.

Day 5: Quality Management Systems and Practical Integration

- ISO 9001:2015 structure and clauses.
- Documentation: quality policy, manual, procedures, records.
- Internal auditing: planning, execution, reporting.
- Non-conformance and corrective action.
- Supplier quality management.

- Customer feedback and complaint handling.
- Developing a quality control plan.
- Final assessment and course wrap-up.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard AATICD-0203) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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