



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 Metrics and Measurement

Custom Courses / Quality Management

Unit Standard AATICD-0205 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge and practical skills to define, implement, and interpret quality metrics within an organisation. Participants will learn to select appropriate measurement tools, analyse data for continuous improvement, and communicate quality performance to stakeholders. The course aligns with South African quality management standards and supports the development of a data-driven quality culture.

Category	Custom Courses
Subfield	Quality Management
Unit Standard	AATICD-0205
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

- Apply the principles of quality metrics to measure performance against organisational objectives.
- Analyse data from quality measurement tools to identify trends and areas for improvement.
- Evaluate the effectiveness of existing quality measurement systems and recommend enhancements.
- Design a balanced set of quality metrics for a specific process or department.
- Implement a quality measurement plan that includes data collection, analysis, and reporting procedures.
- Demonstrate the use of statistical process control (SPC) and other quantitative methods in quality management.

WHO SHOULD ATTEND

- Quality assurance practitioners, process improvement specialists, team leaders, and managers responsible for monitoring and reporting on quality performance in any industry sector.

COURSE OUTLINE

Day 1: Foundations of Quality Metrics

- Introduction to quality metrics and measurement
- The role of metrics in quality management systems
- Types of metrics: leading vs lagging, input vs output
- Characteristics of good metrics: SMART criteria
- Overview of measurement scales and data types
- Common pitfalls in metric selection
- Linking metrics to organisational goals

Day 2: Data Collection and Analysis Techniques

- Data collection planning and sampling techniques
- Descriptive statistics: mean, median, mode, range, standard deviation
- Introduction to control charts: X-bar, R, p, c charts
- Process capability analysis (Cp, Cpk)
- Frequency distributions and histograms
- Pareto analysis and cause-and-effect diagrams
- Practical exercise: calculating and plotting control charts

Day 3: Designing and Implementing Quality Metrics

- Steps to design a quality metrics framework
- Balanced Scorecard approach for quality
- Defining data sources, frequency, and ownership
- Data integrity: validation, accuracy, and precision
- Dashboard design principles and visualisation tools
- Integrating metrics into daily operations
- Case study: designing metrics for a manufacturing process

Day 4: Analysing Metric Performance and Driving Improvement

- Trend analysis and performance benchmarking
- Root cause analysis: 5 Whys, fishbone diagram
- PDCA cycle for metric-driven improvement
- DMAIC framework: Define, Measure, Analyse, Improve, Control
- Reporting metric results: dashboards, scorecards, and reports
- Engaging teams in metric review meetings
- Practical exercise: root cause analysis on a metric failure

Day 5: Advanced Metrics and Integration into Quality Systems

- Cost of Quality: prevention, appraisal, failure costs
- Customer-centric metrics: NPS, Customer Satisfaction Score (CSAT)
- Integrating metrics with ISO 9001:2015 requirements
- Metrics for service vs manufacturing industries
- Using metrics for strategic decision-making
- Final project: develop and present a quality metrics plan
- Course review and assessment

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-0205) 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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