



## **Certificate of Expert Practice (CEP) in Quality Management**

The CEP in Quality Management consists of six two-week modules. It is assessed through the submission of two assessment pieces (one at the mid-point of the course and one at the end of the course) and an on-line multiple-choice and short answer question examination the pass mark for which is 65%.

### **Modules**

In brief the six modules and their learning outcomes are as follows:

#### **Module 1 – Introduction to Quality Management**

- Able to chart the evolution of quality management
- Know the definitions of quality
- Aware of the doctrines of some of the 'Quality Gurus'
- Aware of various Quality Management Tools and Systems
- Aware of Quality Awards
- Familiar with quality in the NHS
- Aware of possible future developments for Quality Management

#### **Module 2 – Quality Management Systems**

- The aims of a quality management system
- Who is the customer?
- The definition of a quality management system
- The benefits of a quality management system
- The process approach to quality management
- An overview of the ISO 9000 standards
- The management principles of ISO 9000
- The key features of ISO 9001
- An overview of ISO 15189

#### **Module 3 Governance, Risk Management and Compliance**

- Understand the basic concepts of governance, risk management and compliance
- Describe compliance and quality management systems

- Explain the benefits and value of Quality Management Systems in healthcare
- Describe the needs and requirements of patients and service users
- Discuss ways of maintaining and improving your Quality Management System and services

#### **Module 4 – Audit**

- Know the purpose of audit and its value to the management of a service.
- Understand the different types of audit and their application
- Be capable of developing and managing an audit program
- Be able to carry out an internal audit correctly
- Be aware of the process of External Quality Audit
- Be aware of the limitations of the audit process

#### **Module 5 – Conformance Management**

- Identify what constitutes a nonconformity
- to understand different approaches to investigating nonconformity
- recognize the factors influencing errors
- to identify root causes in nonconformities
- apply corrective action to nonconformities
- understand preventive action

#### **Module 6 – Change Management**

- Know what constitutes change
- Know what drives change
- Know what resists change
- Be able to draw a Force Field Diagram
- Know why change is necessary
- Be able to identify different types of change
- Understand the Critical Success Factors for change
- Be familiar with various Change Tools and Models
- Be familiar with organisational culture
- Be familiar with Belbin's team roles