

# Quality Management and Benchmarking

## Course Description

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This course covers pervasive topics concerning quality management systems, such as total quality management (TQM), benchmarking, and the ISO standards. A pervasive consideration is the pursuit of quality in all aspects of the organization's activities. Benchmarking and TQM are aspects of the modern approach to quality. Quality management has been recognized by the International Organization for Standardization, which has issued quality assurance standards.

**Completion Deadline & Exam:** This course, including the examination, must be completed within one year of the date of purchase. In addition, unless otherwise indicated, no correct or incorrect feedback for any exam question will be provided.

**Course Level:** Overview. This program is appropriate for professionals at all organizational levels.

**CPE Credits:** 2 (CPA)

**Category:** Management Services

**Prerequisite:** Basic Accounting

**Advanced Preparation:** None

## Course Learning Objectives

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### Course:           **Quality Management and Benchmarking**

After studying this chapter you will be able to:

1. Identify the different between quality of design and quality of conformance.
2. Recognize major components of Total Quality Management (TQM).
3. Identify the different types of quality costs.
4. Recognize major quality standards and different techniques for measuring quality.
5. Recognize the benefits and characteristics of a benchmarking program to improve overall quality.