



HKQMA

Hong Kong Quality Management Association
香港品質管理協會

mtrAcademy |



caring for life's journeys

CPD Series: Registered Quality Manager

Lectures: 3 September – 22 October 2022 (Saturdays),
9:00 am – 12:00 pm, 1:00 pm – 4:00 pm

Examination: 5 November 2022 (Saturday), 09:00 am – 11:00 am

Course Code: SC 22-030

Co-organized with Hong Kong Quality Management Association (HKQMA)

Objectives and Learning Outcomes

Almost 100 participants graduated from this course in the past. Apart from the wide recognition from Mainland China and New Zealand, graduates will gain practical quality improvement tools and knowledge for their day-to-day working in various industries including construction and transport industries.

Upon completion of this course, participants will be able to:

- Understand Quality Management System and the importance of innovation in quality improvement;
- Interpret the key elements of quality management and apply quality management in service industry including transport industry;
- Acquire the skills of using quality tools, innovative techniques, design thinking and data analytics with statistical models;
- Gain insights into the digitalization in Quality 4.0 from the applications of Artificial Intelligence (AI), Machine Learning, Internet of Things (IoT), Robotic Process Automation and predictive analytics.

Who Should Attend

All levels of quality management personnel particularly quality managers, engineers and officers who want to:

- Receive formal training in the quality management field and seek an opportunity to obtain a professional qualification in quality management
- Update on the most updated technological developments in quality management
- Build a foundation to proceed to a high level of educational study in the subject of digital quality management
- Sharpen his or her practical skills in dealing with different quality management issues

Venue

MTR Academy - Hung Hom Centre, Kowloon, Hong Kong

Language

Lectures will be conducted in Cantonese and supplemented by English terminology and terms. Course materials are written in English.

Mode of Learning

Classroom lecture



Course Structure

This program consists of 10 modules in 5 areas (30 hours) and a 2-hour written examination.

- Introduction to Quality and Quality Management System
- Business Analytics and Service Quality
- Tools in Quality Management
- Digitalization in Quality and Towards Quality 4.0

Professional Speakers



Dr. Frankie Lam
DBA, MSc., BSc.
RSA, RSO, C Env.,
RQM, FHKQMA

Dr. Lam has been working in construction industry over 35 years. His career started as an engineer in contracting companies working on infrastructure projects in early 80s. He pursued in quality control and assurance field and obtained his Quality Management System Lead Auditor qualification in late 90s. Dr. Lam advanced his professional activities on environmental protection and occupational health & safety and obtained the pertinent professional qualifications and registrations. In the last ten years, he has been playing heavily the role as a management system auditor on quality, environmental protection, occupational health & safety and energy in different business sectors.

Dr. Lam lectures for various educational Institutes in topics of quality, environmental protection and occupational health & safety, and provides consultancy services for different companies on ISO management system certifications and process improvement. He is a Fellow and Chairman of HKQMA.



Dr. Victor Leung
DMgt, MSc, BCom,
DipM. FHKQMA

Dr. Leung has been working in railway (KCRC and MTR Corporation Ltd) for more than 35 years. He has a wide range of experience in operating, marketing, branding, and overseas projects. He is one of the founders and currently the Vice-Chairman of the Hong Kong Knowledge Management Development Centre. Dr. Leung has rich experience in teaching transport management, service quality management and knowledge management in various universities and institutes as a part time teacher. He is the Adjunct Lecturer of the Charles Sturt University of Australia and HKU SPACE in Hong Kong. He is a Fellow and Director of HKQMA and holds RQM certificates from HKQMA and NZOQ.



Ir. Mr. KC Cheung
BSc.

Ir KC Cheung has more than 30 years' experience in development and implementation of quality management system in railway industry. Also, he has got more than 20 years' experience in teaching quality management subjects and quality improvement techniques. He is a Corporate Member of Hong Kong Institution of Engineers.

Now, KC is a part time tutor of the Chinese University of Hong Kong - School of Continuing and Professional Studies, teaching various quality management related subjects.



Mr. Lex Lee
MSc, BEng
Six Sigma Master Black
Belt

Mr. Lex Lee has over 17 years' experience in system design, development, test, change, requirement management, requirement capture, process improvement in different sectors such as IT, engineering and operation. He achieved high-level of recognitions in all companies such as SME and MNC in the UK, US and HK.

He is a holder of Six Sigma Black Belt, Scrum Master, PRINCE 2 Practitioner, MSc in Computing and BEng (Hons) in computing and electronic.

Schedule

| Time & Date | Lesson | Topics | Speakers |
|---------------------------------------|-----------------|--|------------------|
| 3 September 2022 9:00am – 12:00pm | 1 | Introduction to Quality <ul style="list-style-type: none"> ➤ History and Gurus ➤ European Foundation for Quality Management (EFQM) / Malcolm Baldrige National Quality Award Model (MBNQAM) ➤ Introduction to Quality Management System | Dr. Frankie Lam |
| 3 September 2022 1:00pm – 4:00pm | 2 | Quality Management System <ul style="list-style-type: none"> ➤ ISO 9001:2015 Quality Management System ➤ ISO 10002:2018 Customer Satisfaction and Compliant Handling | Dr. Frankie Lam |
| 17 September 2022 9:00am – 12:00pm | 3 | Integrated Management System (IMS) <ul style="list-style-type: none"> ➤ ISO 14001:2015 Environmental Management System ➤ ISO 45001:2018 Occupational Health and Safety Management System ➤ ISO 56002:2019 Innovation Management System | Dr. Frankie Lam |
| 17 September 2022 1:00pm – 4:00pm | 4 | Key Elements in Quality Management <ul style="list-style-type: none"> ➤ Management Skills ➤ Knowledge Management ➤ Communications and Technology ➤ Quality Management in Supply Chain, Logistics and Transport | Dr. Victor Leung |
| 24 September 2022 9:00am – 12:00pm | 5 | Introduction to Service Quality <ul style="list-style-type: none"> ➤ Concept of Big-data ➤ Customer Identification ➤ Customer Relationship Management ➤ Customer Experience Management | Dr. Victor Leung |
| 24 September 2022 1:00pm – 4:00pm | 6 | Service Quality in Transport <ul style="list-style-type: none"> ➤ Customer Experience Model (Service Visions, Customer Journey Mapping, Service Improvement Engine, Service Blueprint) ➤ Service Quality as an Organizational Strategy | Dr. Victor Leung |
| 8 October 2022 9:00am – 12:00pm | 7 | Application Tools in Quality <ul style="list-style-type: none"> ➤ 7 Classic Quality Tools ➤ FMEA, Poka Yoke ➤ Cost of Quality ➤ Lean Tools | Mr. K.C. Cheung |
| 8 October 2022 1:00pm – 4:00pm | 8 | Quality Improvement Strategy <ul style="list-style-type: none"> ➤ Fundamentals of Six Sigma and its Applications ➤ Data and Statistical Analysis | Mr. K.C. Cheung |
| 15 October 2022 1:00pm – 4:00pm | 9 | Digitalization in Quality <ul style="list-style-type: none"> ➤ Understanding of Digitalization and Quality 4.0 | Mr. Alex Lee |
| 22 October 2022 9:00am – 12:00pm | 10 | Digitalization in Quality <ul style="list-style-type: none"> ➤ Artificial Intelligence (AI), Machine Learning, Internet of Things (IoT), Robotic Process Automation | Mr. Alex Lee |
| 5 November 2022 9:00am – 11:00pm | 11 (2 hours) | Examination (Closed book) | HKQMA staff |

Certificate

Signed jointly by MTR Academy and the Hong Kong Quality Management Association, a Certificate of Attainment will be issued to each participant if he/she passes the final assessment AND satisfies a minimum attendance requirement of 80% in the course. (Remarks: This course is equivalent to 150 CPD points as accredited by CILTHK)

After he/she has successfully completed the course, he/she will be eligible to apply for a Designatory Letter of RQM by submitting a project and passing the Viva Exam, and then he/ she will be qualified to apply for RQM of New Zealand Organization for Quality and China Association for Quality via HKQMA (Application detail, please contact HKQMA, <https://www.hkqma.org/>).

| Programme Fee | Early Bird Fee | Discount Scheme |
|---------------|---|--|
| \$6,000 | \$ 5,400 (Paid registration on or before 28 August 2022) | 15% off for <ul style="list-style-type: none">– members of supporting professional bodies^– full-time staff of MTR and its subsidiary companies^– full-time students (Senior Secondary or above) <p>^ Latest details, please refer to our webpage</p> |

Application Methods

Online

Applicants can enrol and pay online by credit card at <https://www.mtracademy.com>

Enquiry in Person

Address: 1/F, MTR Hung Hom Building, 8 Cheong Wan Road, Hung Hom, Kowloon

Opening hours: Monday – Friday 9:30am – 7:30pm; Saturday: 9:30am – 12:30pm

Closed on Sundays and Public Holidays

Payment Method

By credit card (online payment)

Closing Date for Registration

Please note that due to limitations of venue capacity and relevant logistics, all registrations must be made at least 2 working days prior to the delivery date of individual modules. **No walk-in registration will be entertained.**

*MTR Academy reserves the right to turn away successfully enrolled individuals who do not meet prerequisite.