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Course Name

Strategic Quality Management in IT

Sector Name

Quality Management & Operational Excellence

Document Type

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Strategic Quality Management in IT

Course Introduction

In the dynamic world of information technology, ensuring quality is not just a goal; it's a necessity. This **5-day** course, brought to you by **BOOST**, is designed to help IT professionals master the art of integrating quality management into their strategic planning. You'll learn how to align quality goals with IT objectives, use data to drive decisions, and implement best practices that ensure continuous improvement. Whether you're managing software development, IT operations, or digital transformation projects, this course will give you the tools to lead with confidence and deliver exceptional results.

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Strategic Quality Management in IT

Target Audience

- ✓ IT managers and directors
- ✓ Quality assurance professionals in IT
- ✓ Software development and DevOps teams
- ✓ IT project managers
- ✓ Professionals involved in IT strategy and operations

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Strategic Quality Management in IT

Learning Objectives

- ✓ Grasp the fundamentals of strategic quality management in IT.
- ✓ Align quality objectives with your organization's IT and business goals.
- ✓ Design and implement effective quality management systems tailored to IT.
- ✓ Use data and metrics to monitor, analyse, and improve IT quality.
- ✓ Explore tools and methodologies that enhance quality in IT processes.
- ✓ Develop a clear roadmap to integrate quality into your IT strategy.

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Strategic Quality Management in IT

Course Outline

✓ **01 DAY ONE**

The Essentials of Quality Management in IT

- ✓ Welcome and introduction by **BOOST**
- ✓ Why quality management is critical in IT
- ✓ Key concepts: IT quality frameworks, standards, and best practices
- ✓ Aligning quality goals with your IT strategy
- ✓ The benefits of embedding quality into IT planning

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Course Outline

✓ 02 DAY TWO

Building Quality Management Systems for IT

- ✓ How to design effective quality management systems for IT
- ✓ Key components: Policies, processes, and performance metrics
- ✓ Tools for implementing IT quality management (e.g., ITIL, DevOps)
- ✓ Ensuring compliance with IT standards and regulations
- ✓ Creating a scalable and adaptable quality framework

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Course Outline

✓ 03 DAY THREE

Using Data to Drive IT Quality

- ✓ The role of data in IT quality management
- ✓ Identifying and tracking key IT quality metrics (KPIs)
- ✓ Leveraging data analytics to improve IT performance and reliability
- ✓ Tools for collecting, analysing, and visualizing IT data
- ✓ Communicating IT quality performance to stakeholders

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Course Outline

✓ 04 DAY FOUR

Continuous Improvement in IT Quality

- ✓ Strategies for fostering continuous improvement in IT quality
- ✓ Root cause analysis and problem-solving techniques
- ✓ Using automation and AI to enhance quality processes
- ✓ Building a culture of quality within IT teams
- ✓ Overcoming common challenges in IT quality management

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Course Outline

✓ 05 DAY FIVE

Implementing and Sustaining IT Quality Strategies

- ✓ How to successfully implement IT quality plans
- ✓ Monitoring progress and making data-driven adjustments
- ✓ Ensuring long-term sustainability of IT quality initiatives
- ✓ Creating a roadmap for strategic IT quality management

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 8, 2026	June 12, 2026	5 days	4250.00 \$	UAE , Dubai
Oct. 26, 2026	Oct. 30, 2026	5 days	4250.00 \$	UAE , Dubai
March 14, 2027	March 18, 2027	5 days	4250.00 \$	KSA , Jeddah
July 13, 2026	July 17, 2026	5 days	5950.00 \$	USA , Los Angeles

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