



Certificate of Expert Practice (CEP) in Quality Management

The CEP in Quality Management consists of five two-week modules and one module which last three weeks because Easter falls during that module which in 2024 is Module Five. It is assessed through the submission of two reflective statements (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 definition of a quality management system
- The aims of a quality management system
- Who is the customer?
- 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 15189:2022
- Implementing a quality management system
- The Costs of Quality

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
- Understand different approaches to investigating nonconformity
- Recognise the factors influencing errors
- To be able to identify root causes in nonconformities
- Apply corrective action to nonconformities
- Understand preventive action
- Review the effectiveness of corrective and preventive actions

Module 6 – Change Management

- Understand what constitutes change
- Understand what drives change
- Understand what resists change
- Understand change management vs. change leadership
- Be able to draw a Force Field Diagram
- Understand 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 and team roles
- Understand what change management looks like in a lab environment