

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 9001CSRM — Quality Management Applied to Care Services

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-CSRM-9001CSRM • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-CSR-9001CSR
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Client Engagement and Satisfaction

5 chapters · 30 classes 65 marks

• 1 Understanding Client Engagement in Care Services — 6 classes

› 1.1 Define Client Engagement in Care Services

› 1.2 Identify Key Factors Influencing Client Satisfaction

› 1.3 Explore Effective Communication Strategies for Client Interaction

› 1.4 Assess Client Feedback Mechanisms and Their Importance

› 1.5 Implement Strategies for Enhancing Client Engagement

› 1.6 Evaluate the Impact of Engagement on Client Satisfaction Outcomes

• 2 Techniques for Effective Communication with Clients — 6 classes

› 2.1 Understand Key Principles of Effective Client Communication

› 2.2 Explore Active Listening Techniques for Client Engagement

› 2.3 Develop Empathy Skills to Enhance Client Relationships

› 2.4 Utilize Non-Verbal Communication to Build Trust with Clients

› 2.5 Implement Feedback Mechanisms to Measure Client Satisfaction

› 2.6 Apply Conflict Resolution Strategies in Client Interactions

• 3 Measuring Client Satisfaction: Tools and Metrics — 6 classes

› 3.1 Identify Key Metrics for Measuring Client Satisfaction

› 3.2 Explore Qualitative and Quantitative Tools for Feedback Collection

› 3.3 Implement Client Surveys to Gauge Satisfaction Levels

› 3.4 Analyze Feedback Data to Uncover Client Insights

› 3.5 Develop Action Plans Based on Client Satisfaction Findings

› 3.6 Evaluate the Effectiveness of Client Engagement Strategies

• 4 Implementing Client Feedback Mechanisms — 6 classes

› 4.1 Identify Effective Client Feedback Tools

› 4.2 Design Client Surveys for Maximum Insight

› 4.3 Implement Active Listening Techniques in Feedback Sessions

› 4.4 Analyze Client Feedback Data for Quality Improvements

› 4.5 Communicate Feedback Outcomes to Stakeholders

› 4.6 Develop an Action Plan Based on Client Insights

• 5 Strategies for Continuous Improvement in Client Engagement — 6 classes

› 5.1 Assess Current Client Engagement Levels

› 5.2 Identify Key Factors Influencing Client Satisfaction

› 5.3 Develop Targeted Improvement Strategies for Engagement

› 5.4 Implement Feedback Mechanisms to Monitor Client Input

› 5.5 Evaluate the Effectiveness of Engagement Strategies

› 5.6 Foster a Culture of Continuous Improvement in Client Relations

• 1 Understanding Continuous Improvement in Care Services — 6 classes

- › 1.1 Define Continuous Improvement in Care Services
- › 1.2 Identify Key Principles of Continuous Improvement
- › 1.3 Analyze Current Practices for Improvement Opportunities
- › 1.4 Explore Tools and Techniques for Continuous Improvement
- › 1.5 Develop a Continuous Improvement Action Plan
- › 1.6 Evaluate the Impact of Continuous Improvement Initiatives

• 2 Analyzing Current Practices and Identifying Areas for Improvement — 6 classes

- › 2.1 Assess Current Care Practices Using SWOT Analysis
- › 2.2 Gather and Analyze Stakeholder Feedback for Improvement
- › 2.3 Identify Key Performance Indicators (KPIs) for Care Services
- › 2.4 Map Current Processes to Identify Inefficiencies
- › 2.5 Prioritize Improvement Areas Using the Pareto Principle
- › 2.6 Develop an Action Plan for Implementing Improvement Strategies

• 3 Implementing Improvement Frameworks: Tools and Techniques — 6 classes

- › 3.1 Identify Key Improvement Frameworks in Care Services
- › 3.2 Analyze the Benefits of Continuous Improvement Techniques
- › 3.3 Explore Tools for Measuring Quality in Care Services
- › 3.4 Implement Root Cause Analysis for Effective Problem-Solving
- › 3.5 Design Action Plans for Sustainable Improvements
- › 3.6 Evaluate Success and Iterate Improvement Strategies

• 4 Engaging Teams and Stakeholders in Continuous Improvement — 6 classes

- › 4.1 Identify Key Stakeholders in Continuous Improvement
- › 4.2 Develop Effective Communication Strategies for Engagement
- › 4.3 Foster a Team Culture of Continuous Improvement
- › 4.4 Implement Collaborative Problem-Solving Techniques
- › 4.5 Collect and Analyze Feedback from Teams and Stakeholders
- › 4.6 Create Action Plans to Sustain Engagement in Improvement Initiatives

• 5 Evaluating Improvement Impact and Sustaining Changes — 6 classes

- › 5.1 Assessing Current Improvement Outcomes
- › 5.2 Identifying Key Performance Indicators for Evaluation
- › 5.3 Gathering and Analyzing Feedback from Stakeholders
- › 5.4 Developing Action Plans Based on Evaluation Results
- › 5.5 Implementing Strategies for Sustaining Changes
- › 5.6 Creating a Continuous Improvement Culture in Care Services

• 1 Understanding ISO 9001: Principles and Framework — 6 classes

- › 1.1 Explore the Core Principles of ISO 9001
- › 1.2 Identify Key Terminology and Definitions in ISO 9001
- › 1.3 Analyze the Structure of the ISO 9001 Framework
- › 1.4 Examine the Benefits of Implementing ISO 9001 Standards
- › 1.5 Discuss the Role of Leadership in Quality Management Systems
- › 1.6 Apply ISO 9001 Principles to Real-World Care Service Scenarios

• 2 Quality Management Systems in Care Services — 6 classes

- › 2.1 Understand ISO 9001 Principles and Framework
- › 2.2 Identify Key Components of Quality Management Systems
- › 2.3 Assess Current Practices Against ISO 9001 Standards
- › 2.4 Develop Quality Objectives for Care Services
- › 2.5 Implement Quality Control Measures in Care Settings
- › 2.6 Evaluate and Improve Quality Management Practices

• 3 Document Control and Record Management — 6 classes

- › 3.1 Understand Document Control Principles in ISO 9001
- › 3.2 Identify Types of Documents in Care Services
- › 3.3 Explore Record Management Requirements in ISO 9001
- › 3.4 Implement Effective Document Control Processes
- › 3.5 Assess the Impact of Poor Document Control on Quality
- › 3.6 Develop a Document and Record Management Plan

• 4 Auditing and Continuous Improvement — 6 classes

- › 4.1 Understand the Principles of ISO 9001 Auditing
- › 4.2 Identify Key Components of an Effective Audit Process
- › 4.3 Explore Common Audit Techniques and Tools
- › 4.4 Analyze Audit Findings for Continuous Improvement
- › 4.5 Develop an Action Plan Based on Audit Outcomes
- › 4.6 Implement and Monitor Continuous Improvement Strategies

• 5 Leadership and Organisational Culture in Quality Management — 6 classes

- › 5.1 Define Leadership in the Context of Quality Management
- › 5.2 Analyze the Role of Organisational Culture in Quality Services
- › 5.3 Identify Key Leadership Qualities for Quality Improvement
- › 5.4 Evaluate the Impact of Leadership on Team Engagement and Performance
- › 5.5 Implement Strategies to Foster a Quality-Driven Culture
- › 5.6 Develop an Action Plan for Enhancing Leadership in Care Services

• 1 Understanding Leadership Theories in Care Services — 6 classes

- › 1.1 Explore Different Leadership Theories in Care Services
- › 1.2 Analyze the Impact of Leadership Styles on Team Dynamics
- › 1.3 Identify Key Traits of Effective Leaders in Care Settings
- › 1.4 Evaluate Situational Leadership in Care Services
- › 1.5 Apply Transformational Leadership Concepts to Team Motivation
- › 1.6 Develop a Personal Leadership Philosophy for Care Management

• 2 Building Effective Teams in Care Environments — 6 classes

- › 2.1 Define Team Roles and Responsibilities in Care Settings
- › 2.2 Explore Communication Techniques for Effective Team Collaboration
- › 2.3 Identify Strategies for Building Trust Among Team Members
- › 2.4 Assess Team Dynamics and Performance in Care Environments
- › 2.5 Implement Conflict Resolution Techniques within Care Teams
- › 2.6 Develop a Team Action Plan for Continuous Improvement in Care Services

• 3 Communication Strategies for Leadership Success — 6 classes

- › 3.1 Identify Key Communication Barriers in Leadership
- › 3.2 Employ Active Listening Techniques for Effective Team Engagement
- › 3.3 Utilize Non-Verbal Communication to Enhance Leadership Presence
- › 3.4 Develop Clear Messaging Skills for Impactful Leadership
- › 3.5 Apply Feedback Mechanisms to Improve Team Communication
- › 3.6 Create an Inclusive Communication Strategy for Diverse Teams

• 4 Conflict Resolution and Problem Solving in Care Services — 6 classes

- › 4.1 Identify Sources of Conflict in Care Services
- › 4.2 Analyze the Impact of Conflict on Team Dynamics
- › 4.3 Explore Effective Communication Strategies for Resolution
- › 4.4 Apply Problem-Solving Frameworks in Conflict Situations
- › 4.5 Practice Mediation Techniques in Role-Play Scenarios
- › 4.6 Develop a Conflict Resolution Action Plan for Your Team

• 5 Evaluating Leadership Impact on Care Quality — 6 classes

- › 5.1 Analyze Leadership Styles and Their Effect on Care Quality
- › 5.2 Assess Team Dynamics in Delivering High-Quality Care
- › 5.3 Identify Key Performance Indicators for Leadership Impact
- › 5.4 Evaluate Case Studies of Effective Leadership in Care Settings
- › 5.5 Develop Strategies for Enhancing Leadership Influence on Care Quality
- › 5.6 Create an Action Plan for Leadership Development in Care Services

• 1 Understanding Quality Management Principles in Care Services

— 6 classes

- › 1.1 Define Quality Management in Care Services
- › 1.2 Identify Key Quality Management Principles
- › 1.3 Explore the Importance of Continuous Improvement
- › 1.4 Analyze Stakeholder Involvement in Quality Management
- › 1.5 Implement Quality Assurance Techniques in Practice
- › 1.6 Evaluate the Impact of Quality Management on Care Outcomes

• 2 Implementing ISO 9001 Standards in Care Settings — 6 classes

- › 2.1 Explore ISO 9001 Standards and Their Relevance to Care Services
- › 2.2 Identify Key Quality Management Principles in Care Settings
- › 2.3 Assess Current Practices Against ISO 9001 Criteria
- › 2.4 Develop a Quality Management Plan Tailored for Care Services
- › 2.5 Implement Continuous Improvement Strategies in Care Settings
- › 2.6 Evaluate the Effectiveness of Quality Management Initiatives

• 3 Risk Management and Quality Assurance in Care Services — 6 classes

- › 3.1 Identify Key Risks in Care Services
- › 3.2 Assess the Impact of Risks on Quality of Care
- › 3.3 Develop Risk Mitigation Strategies for Care Services
- › 3.4 Implement Quality Assurance Processes in Risk Management
- › 3.5 Monitor and Review Risk Management Effectiveness
- › 3.6 Apply Continuous Improvement Principles to Quality Assurance

• 4 Measuring and Analyzing Quality Performance in Care Services

— 6 classes

- › 4.1 Define Key Quality Performance Indicators in Care Services
- › 4.2 Collect Data for Measuring Quality Performance Effectively
- › 4.3 Analyze Quality Performance Metrics Using Statistical Tools
- › 4.4 Compare Quality Performance Against Industry Benchmarks
- › 4.5 Identify Areas for Improvement Based on Quality Analysis
- › 4.6 Develop Action Plans to Enhance Quality Performance in Care Services

• 5 Sustaining Quality Improvement and Leadership in Care Services

— 6 classes

- › 5.1 Evaluate Current Quality Improvement Practices in Care Services
- › 5.2 Identify Key Leadership Qualities for Sustaining Quality
- › 5.3 Implement Effective Communication Strategies for Quality Leadership
- › 5.4 Develop a Continuous Improvement Plan for Care Teams
- › 5.5 Assess the Impact of Change on Care Quality Outcomes
- › 5.6 Create Actionable Metrics to Measure Quality Improvement Success

• 1 Understanding Risk Management in Care Services — 6 classes

- › 1.1 Define Key Concepts in Risk Management for Care Services
- › 1.2 Identify Common Risks in Care Settings
- › 1.3 Assess the Impact of Risks on Care Services
- › 1.4 Explore Effective Risk Mitigation Strategies
- › 1.5 Implement a Risk Assessment Framework in Care Services
- › 1.6 Evaluate and Review Risk Management Practices in Care Settings

• 2 Identifying and Assessing Risks in Care Settings — 6 classes

- › 2.1 Define Key Concepts in Risk Management for Care Settings
- › 2.2 Identify Common Risks in Care Environments
- › 2.3 Assess the Impact of Risks on Care Quality
- › 2.4 Evaluate Risk Assessment Tools and Techniques
- › 2.5 Develop a Risk Assessment Framework for Care Services
- › 2.6 Implement and Monitor Risk Management Strategies in Practice

• 3 Implementing Risk Control Measures — 6 classes

- › 3.1 Identify Common Risks in Care Services
- › 3.2 Evaluate the Impact of Identified Risks
- › 3.3 Develop Effective Risk Control Strategies
- › 3.4 Implement Risk Control Measures in Practice
- › 3.5 Monitor and Review Risk Control Effectiveness
- › 3.6 Foster a Culture of Continuous Risk Management

• 4 Monitoring and Reviewing Risk Management Practices — 6 classes

- › 4.1 Identify Key Components of Risk Management Practices
- › 4.2 Analyze Current Risk Management Practices in Care Services
- › 4.3 Evaluate Effectiveness of Existing Monitoring Tools
- › 4.4 Develop Criteria for Reviewing Risk Management Procedures
- › 4.5 Implement a Continuous Improvement Plan for Risk Management
- › 4.6 Communicate Findings and Recommendations to Stakeholders

• 5 Crisis Management and Emergency Preparedness in Care Services — 6 classes

- › 5.1 Identify Potential Crises in Care Services
- › 5.2 Assess the Impact of Emergencies on Care Delivery
- › 5.3 Develop a Comprehensive Crisis Management Plan
- › 5.4 Establish Communication Protocols During Emergencies
- › 5.5 Implement Training Simulations for Staff Preparedness
- › 5.6 Evaluate and Revise Crisis Management Strategies