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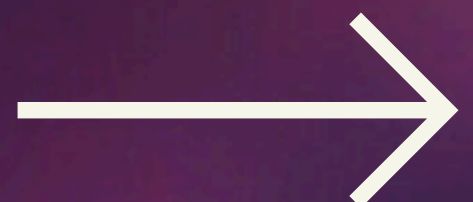
# Complete Training Program for Quality Managers in Fertility Centers

International Edition

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HQM  
RESEARCH CENTER



# Reasons for the Three Training Levels

The training path is divided into three levels to allow progressive growth in the skills and responsibilities of Quality Managers in fertility centers. Each level is designed to meet specific needs that increase with the participant's experience and management capacity:

**Each level can be taken separately**



# 1. Quality Technician

This initial level provides the basic skills needed to manage quality systems in daily operations. The Quality Technician is the operational figure who ensures that procedures are correctly followed, documents deviations, and supports fundamental activities to maintain quality.

**Each level can be taken separately**



# Content level 1:

## 1. Introduction to the Quality Management System (QMS)

- Definition, fundamental principles, and application in fertility centers.
- Objectives of quality management and the role of the Quality Technician.

## 2. Document Management and Operational Procedures

- How to create, update, and manage QMS documentation.
- Structure and life cycle of Standard Operating Procedures (SOPs).



# Content level 1:

## 3. Non-Conformity Management

- Identification of non-conformities and recording corrective actions.
- Communication and management of preventive and corrective actions.

## 4. Internal Audits

- Planning and managing internal audits: how to prepare and collect documentary evidence.

## 5. Final Exam

- Theoretical test and practical case study on non-conformity management.



# 1. Quality Technician

Duration: 3 hours

Cost: 50 Euros

Upon completion of the module:

**\*\*Quality Technician Certificate\*\***

Participants will also be registered in the:

**\*\*Quality Technician Register\*\***

which will be published.

**Each level can be taken separately**

## 2. Quality Specialist

The Quality Specialist level builds on basic quality system knowledge, developing advanced technical skills. This role covers risk management, system performance monitoring, and implementing significant improvements, ensuring ongoing compliance and continual enhancement.

**Each level can be taken separately**



# Content level 2:

## 1. Risk Management in Quality Management

- Identification, analysis, and control of risks using tools such as Failure Mode and Effects Analysis (FMEA).
- Integration of risk management into the quality system.

## 2. Process Control and Continuous Improvement

- Monitoring and measuring QMS performance.
- Use of Key Performance Indicators (KPIs) and continuous improvement techniques like PDCA (Plan-Do-Check-Act).





## Content level 2:

### 3. Resource Management and Personnel Training

- Planning human and material resources to ensure process effectiveness.
- Developing continuous training programs for personnel involved in the quality system.

### 4. Compliance Verification

- Continuous assessment of compliance with laws and regulations in the field of assisted reproduction.

### 5. Final Exam

- Discussion of an improvement project focused on the implementation of corrective actions.



## 2. Quality Specialist

Duration: 3 hours

Cost: 70 Euros

Upon completion of the module:

**\*\*Quality Specialist Certificate\*\***

Participants will also be registered in the:

**\*\*Quality Specialist Register\*\***

which will be published.

**Each level can be taken separately**

# 3. Quality Manager

The Quality Manager is the pinnacle role in the quality system, overseeing strategic decisions, organizational change, and audits. This role ensures alignment with organizational goals and fosters a culture of continuous improvement.

**Each level can be taken separately**



# Content level 3:

## 1. Leadership and Change Management

- Developing leadership skills and managing change within the organization.
- Managing continuous improvement at a strategic level.

## 2. External Audits and Accreditations

- Preparation and conduction of external audits, interaction with regulatory and certifying bodies.
- Management of audit outcomes and implementation of long-term corrective actions.



# Content level 3:

## 3. Performance Analysis and Management Review

- Collection and analysis of data related to QMS performance and annual management review.
- Defining strategic objectives for quality system improvement.

## 4. Crisis Management and Complex Problem Solving

- Advanced problem-solving techniques and crisis management in critical contexts.
- Implementation of business continuity plans.

## 5. Final Exam

- Presentation of a strategic project aimed at improving the quality system and discussion of the implementation plan.



# 3. Quality Manager

Duration: 3 hours

Cost: 80 Euros

Upon completion of the module:

**\*\*Quality Manager Certificate\*\***

Participants will also be registered in the:

**\*\*Quality Manager Register\*\***

which will be published.

**Each level can be taken separately**