# CERTIFIED AI QUALITY LEADERSHIP PROFESSIONAL (CAIQLP)

## COURSE OVERVIEW

This five-day program equips supervisors, team leaders, and managers to lead small, safe AI initiatives within Quality Management Systems (QMS). The course focuses on customer focus, compliance, and measurable improvement while keeping human oversight central. Participants learn how to select low-risk use cases (documentation, reporting, basic analysis), define controls for privacy and bias, and verify AI-assisted outputs against ISO requirements. Practical activities develop role clarity, review checklists, and PDCA integration. By the end, participants will have a clear pilot plan, evidence practices suitable for audits, and a management-ready summary aligned with organizational objectives.

## TARGET COMPETENCIES

- AI Quality Governance
- Strategic AI Risk Management
- Compliance Integration Plan
- Performance Measurement Design
- Organizational AI Adoption

## TARGET AUDIENCE

Supervisors, team leaders, and managers who want to guide teams in responsibly applying AI within quality systems while maintaining compliance and control.

## COURSE OBJECTIVES

By completely attending this course, participants will be able to:

- Integrate AI tools into routine quality activities without weakening controls.
- Plan small pilot uses of AI for documentation, reporting, and basic analysis.
- Establish oversight for data privacy, hallucinations, bias, and intellectual property.
- Direct teams using clear roles, RACI, and simple SOPs for AI-supported tasks.
- Validate AI outputs against ISO/standards with structured reviews and evidence logs.
- Embed AI activities into PDCA cycles to sustain improvement.
- Communicate outcomes with audit-ready evidence for management review.

# COURSE METHODOLOGY

Learn-by-doing with short leader briefings, guided demonstrations, scenario-based exercises, peer reviews using checklists, and in-class drafting of pilot charters, control checklists, and review templates. Activities are tool-agnostic and can be delivered with or without external model access.

# COURSE OUTLINE

## AI & QUALITY LEADERSHIP BASICS

- Why leaders must understand AI: value, limits, accountability.
- Role of AI in customer focus, compliance, and continual improvement.
- Assistive vs. autonomous use; human-in-the-loop expectations.
- Traceability and guardrails: prompt logging, source citation, version control.

## PLANNING AI USE IN QUALITY

- Choosing safe starter areas: documentation, reporting, minutes, basic analysis.
- Identifying risks: data privacy, hallucinations, bias, IP, security, model drift.
- Oversight design: approval points, evidence capture, KRIs, audit trails.
- Pilot scoping: objectives, COPQ/cycle-time/right-first-time metrics, success criteria.

## LEADING AI-SUPPORTED TEAMS

- Assigning tasks with AI support: roles, RACI, competence matrix.
- Checking outputs for ISO/standards compliance (e.g., ISO 9001 clauses 7–10).
- Evidence for audits: prompt logs, citations, validation notes, decision records.
- Workflow integration: AI-assisted RCA/5-Whys, FMEA support, CAPA drafting with human verification.

## BUILDING A CULTURE OF AI-ENABLED QUALITY

- Encouraging safe experimentation: sandboxes, red-team/blue-team reviews, sample data.
- Introducing AI into PDCA: Plan (scoping/prompts), Do (controlled generation), Check (structured validation), Act (SOP updates/standardization).
- Adoption and communication cadence; simple measures for usage and effectiveness.
- Stop/scale decisions for micro-pilots and knowledge capture for reuse.

## MEASUREMENT, REPORTING & AUDIT READINESS

- Selecting leading and lagging indicators for AI-enabled quality (including COPQ).
- Packaging evidence for management review and external audits.
- Supplier/customer assurance and external confidence considerations.
- Final pilot consolidation: controls, metrics, responsibilities, and next steps.