



Kenya Bureau of  
Standards  
Standards for Quality life



# DQM

## DIPLOMA IN QUALITY MANAGEMENT

KNQF LEVEL 6  
JULY 2024

ISCED CODE: 0413 554

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## BACKGROUND

The Diploma in Quality Management (DQM) qualification marks a critical milestone in the development of a competency-based curriculum for quality management practitioners.

This follows the collaboration agreement between the Kenya Bureau of Standards (KEBS) and the Kenya Accountants and Secretaries National Examinations Board (KASNEB) to leverage shared knowledge, skills and experiences to develop a certification programme for quality practitioners.

## COURSE STRUCTURE

The **Diploma in Quality Management (DQM)**, which is pegged at Kenya National Qualification Framework (KNQF) Level 6, outlines the competencies that an individual must have to enable him/her perform the duties of a Quality Management Practitioner. The DQM curriculum has Basic, Common and Core Competencies as shown below:

<b>DIPLOMA IN QUALITY MANAGEMENT (14 UNITS OF COMPETENCY + INDUSTRIAL ATTACHMENT)</b>
<b>Basic Units of Competency</b>
1. Communication Skills 2. Entrepreneurship 3. Occupational Safety and Health Skills 4. Information and Communication Technology Skills 5. Employability Skills
<b>Common Units of Competency</b>
1. Statistical Quality Control 2. Research Techniques Industrial Attachment (480 hours/3 months)
<b>Core Units of Competency</b>
1. Quality Management System 2. Organizational Knowledge 3. Organizational Risks and Opportunities 4. Customer Relationship Management 5. Quality Assurance 6. Quality Audit 7. Quality Improvement Projects

## INDUSTRIAL ATTACHMENT

An individual enrolled in this course will be required to undergo an industrial attachment for a minimum period of 480 hours in a relevant organization.

## ENTRY REQUIREMENTS

An individual wishing to undertake this course should have any of the following minimum requirements:

1. Kenya Certificate of Secondary Education (KCSE) mean grade C– (C Minus) or Kenya Certificate of Education (KCE) Division III, Kenya Advanced Certificate of Education (KACE) 1 Principal and 1 Subsidiary passes or General Certificate of Education (GCE) Advanced level UK, or;
2. A relevant qualification at KNQF Level 5.

## CERTIFICATION

An individual will be awarded a Certificate of Competency (CoC) on demonstration of competence in a unit of competency. To be awarded a Diploma in Quality Management (DQM) at KNQF Level 6, an individual must demonstrate competence in all the units of competency in the qualification pack.

## MODE OF STUDY

Tuition-based learning at an accredited training institution is recommended for interactive learning experience and assessment.

## REGISTRATION AND EXAMINATION

Initial registration as a student and periodic examination bookings are essential and must be completed according to specified deadlines which are communicated from time to time.

Registered students are required to renew their registration annually in order to maintain an active status.

Duly registered students will be provided with access to the syllabus upon registration through the student portal.

There are three (3) examination sittings in a year; April, August and December

## STUDY RESOURCES

Registered students can access online resources (study and reference texts, past papers, research articles amongst others) through KASNEB e-library:  
<http://library.kasneb.or.ke>

## CAREER PATHS

### Why chose DQM?

The Quality Management Practitioners curriculum is among the first to transition to Competency-Based Education and Training (CBET). A competency-based programme is a combination of skills, abilities and knowledge needed to perform a duty in a specific context.

The Diploma in Quality Management (DQM) is designed to equip quality management practitioners with the skills and expertise needed to excel in both the public and private sectors.

The graduates will be able to take up Quality Management Practitioner roles in; Quality Assurance, Quality Compliance, Quality Control, Quality Inspection and Standardization among others.

### Embark on a Journey to Quality Excellence

Experience a world of professional growth in quality management.

Visit our websites for registration and further information.

**KASNEB website:** [www.kasneb.co.ke](http://www.kasneb.co.ke)

**KEBS website:** [www.kebs.or](http://www.kebs.or)