



Total Quality Management (TQM)

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Transforming
Business *for Good*



Why Attend

The course will provide participants with comprehensive knowledge of the history and evolution of the concept of quality and the history of quality gurus and tools. Through various workshops and role plays, the course will focus on applications of quality systems, models, and methodologies, including excellence awards, ISO systems, and breakthrough improvement methodologies such as Lean and Six Sigma. This highly interactive course will help participants apply the powerful quality tools in leading organizations. Participants will leave with best practices for selecting, designing, or applying quality structures and tools in their organizations.

Course Methodology

The course relies on workshops, role plays, and group debriefs aimed at helping participants understand various quality concepts and applications. Additionally, the course offers hands-on experience with top-notch tools and applications, and there are numerous videos on quality tools and systems to support it. Team discussions and presentations are also used throughout the course to foster participants' understanding of quality concepts.

Course Objectives

By the end of the course, participants will be able to:

- Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus
- Discover the success elements of Total Quality Management (TQM) deployment
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Apply widely used improvement methodologies
- Describe various types of benchmarking tools and techniques to boost quality initiatives

Target Audience

Individuals, managers, supervisors, and all those who are engaged in quality models, awards, ISO and TQM implementation, as well as improving organizational performance.

Target Competencies

- Problem solving
- Applying quality tools
- Selecting quality models and systems
- Using Lean and Six Sigma applications
- Change management
- Understanding ISO systems
- Applying benchmarking



Course content

Course Outline

Introduction to Total Quality Management (TQM) Concepts

- Definitions and history of quality
- Quality assurance and quality control
- What is Total Quality Management (TQM)?
- Quality standards
- Cost of Poor Quality (COPQ)
- Quality management principles
- Comparison between gurus of quality (Deming, Crosby, Juran, etc.)
- Worldwide excellence awards
- Quality maturity ladder

The Success Elements of TQM

- The relationship between ISO 9001 and TQM
- TQM success factors
- Elements of a total quality process
- Customer-Driven quality
- Management by facts and data
- Enhanced employee participation
- Participative management techniques
- Critical success factors and common failure factors in TQM

Continual Improvement Tools and Practices

- The seven quality control tools
- Cause-and-effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, flow charts
- Brainstorming
- Tree diagrams: How-how and why-why diagrams
- Process thinking
- Value-added, waste and LEAN thinking
- Visual management and 5s program
- Poka Yoke

Continual Improvement Methodologies

- Continual improvement and Kaizen
- Plan-Do-Check-Act (PDCA) methodology
- Toyota A3 model and report
- The Eight-Step methodology
- Six Sigma methodology
- Innovation and Quality 4.0
- Assessing your organization's readiness tool

Benchmarking as a Tool to Improve Quality and Business Processes

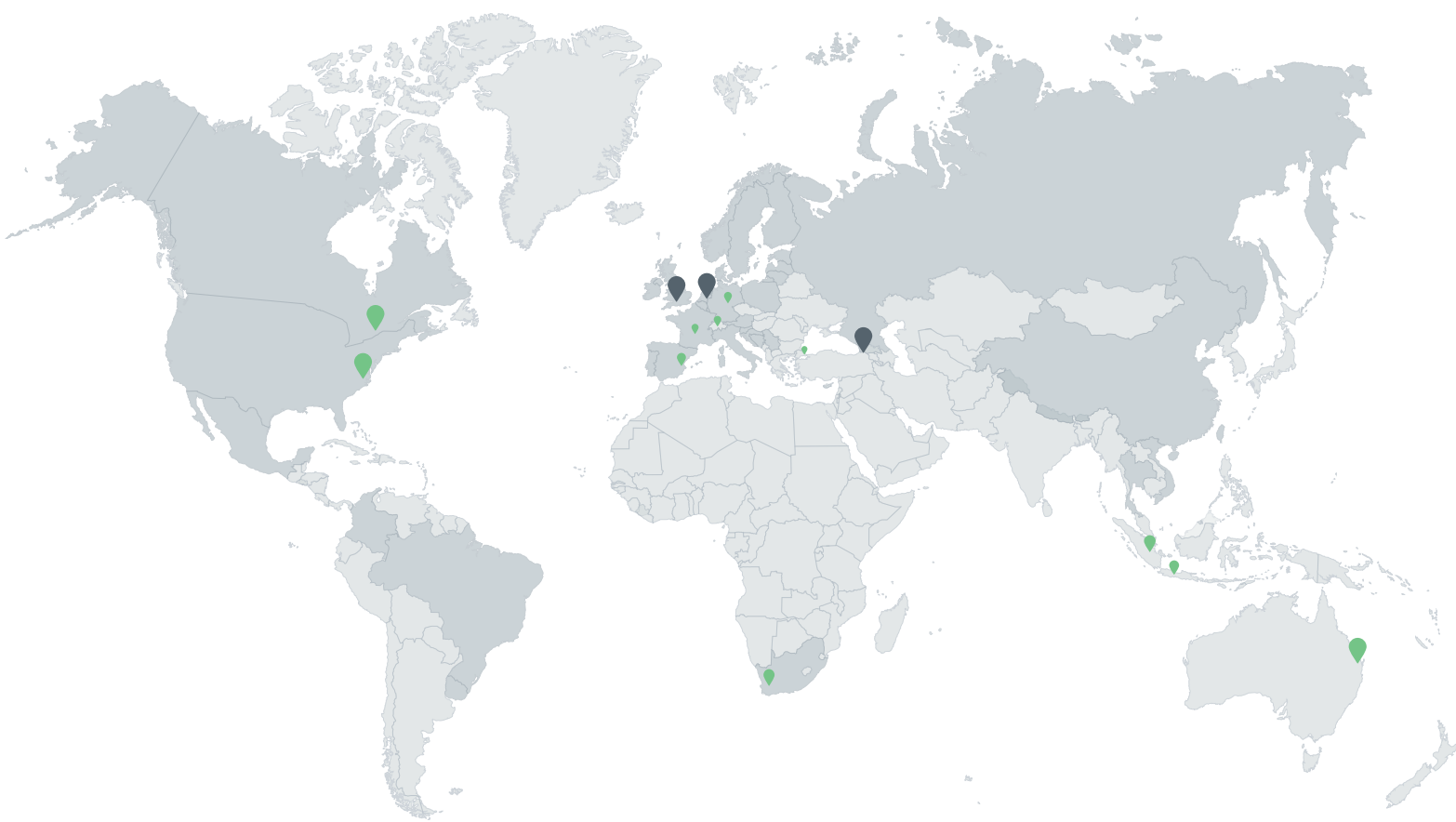
- What Is benchmarking?
- Why benchmark?
- Benchmarking methodology
- The two themes of benchmarking
- Levels of benchmarking

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