

# Total Quality Management Course

## COURSE DESCRIPTION

Total quality management is the guided tour along the road to total quality, when adequately and successfully implemented enables companies to serve their customers better and gain competitive advantage in the market place.

The course will enrich your understanding of TQM concept and techniques for managing, controlling and improving quality needed for continuous improvement of organization.

This course is to prepare prospective managers for playing a leading role in planning for and implementing total quality management in manufacturing and service organizations.

Participants will Gain confidence in making TQM decisions, learn how to lead your organization in transforming itself into a TQM driven team and will able to determine how to support cultural change and how to create an organizational climate where people become self-motivated for continuous improvement in their organization.

## Learning Outcomes

Upon course completion, participants will be able to:

1. Realize the importance of quality models.
2. Understand various quality concepts.
3. Understand TQM philosophy.
4. Communicate the importance of customer focused TQM
5. Apply TQM improvement tools to enhance customer satisfaction and improve processes within their organizations.
6. Ability to implement the TQM approach in an organization for continuous quality improvement.
7. Ability to advise management for the TQM-approach development.

## COURSE OUTLINE

### Evolution of TQM

- Historical development
- Definitions of quality
- Understanding TQM
- The Quality Management System
- The Quality Movement
- TQM concept and system
- The Cost of Quality (COQ)

### TQM Principles and Strategies

- Customer focus, Process improvement and Total involvement
- Quality management strategies

### The quality movement

- Contributions of the quality gurus (Shewhart, Deming, Juran, Crosby, Ishikawa and Taguchi)
- Zero Defects (ZD)
- Kaizen system
- Poke-yoke (Shingo)

### TQM Tools and Techniques

- Seven tools of quality
- New tools
- Statistical quality control
- Taguchi methods
- Quality function deployment
- Quality Circles
- Just In Time (JIT)

### Implementing TQM

- Managing key processes, Steps in process improvement
- Measuring process improvements, and Performance measures
- Benchmarking for TQM
- Quality management systems - ISO 9000 series
- Global Quality and International Quality awards - Baldrige, Deming Prize, others

### Who Should Attend

- Senior and middle managers who are involved in making and implementing strategic decisions
- Management representatives
- Managers and engineers who wish to implement TQM and improve team building and team coaching skills.
- New and experienced people in quality who want to use the QM framework

**COURSE DURATION:** 3 Days

**TRAINING HOURS:** 15 hrs

**MINIMUM NO. OF TRAINEES:** 15

**LANGUAGE :** English / Arabic

