

Objective

This training program will help participants understand total quality concept and techniques for managing, controlling, and improving quality. This training exposes participants to contemporary knowledge and techniques of TQM. This would in turn enable the participant to articulate and implement quality improvement processes in the workplace, in line with the philosophy of Total Quality Management.

Day 1

- The concept of Total Quality Management
- The philosophy behind Total Quality Management
- Leading lights and their ideas
- The core principles in achieving Total Quality Management
- Prevention not correction
- Problem Solving and Decision Making Process
- Leadership Empowerment
- Techniques used in Total Quality Management
- Quality through improvement and control
- Process improvement
- Benchmarking
- Cause and effect
- Measurement
- Cost of quality

Day 2

- Principles into Leadership
- Commitment and involvement
- Quality role managing organizations.
- Prerequisites and stages of Total quality management evolution
- Quality function deployment
- Planning and leadership achieving quality
- Quality management methods
- Organization's culture and its change improving organization's performance

Day 3

- Employees' participation in quality improvement processes
- Teamwork
- Quality circles
- Training for achievement of quality
- Continuous improvement principles
- Benchmarking
- Sustainable development
- Corporate social responsibility
- Partnership role achieving total quality management
- Total quality management implementation



Outcomes

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

- Determine the impact of quality on profitability
- Adopt TQM as a fundamental business strategy
- Use seven QC tools for data collection and analysis
- Implement a business strategy driven by Total Quality Management (TQM)
- Accomplish the cultural transformation necessary for successful implementation of total quality practices
- know business excellence models and be able assess organization's performance making reference to their criteria;
- know the principles of total quality management and peculiarities of their implementation
- be able to use quality management methods analyzing and solving problems of organization

