

TOTAL QUALITY MANAGEMENT

OBJECTIVE:

Total quality management (TQM) is a management approach to long-term success through customer satisfaction. Training courses in TQM will teach you how to use a combination of strategy, data, and effective communication to integrate quality into all aspects of your organization.

PRE-REQUISITE(s):

Total Quality Management Professionals must function at a high level within an organization. A TQM practitioner must have a solid understanding of the related principles so that they can properly analyze waste components and create a value stream

OVERVIEW:

This training course will help participants understand total quality concept and techniques for managing, controlling, and improving quality. This course 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. Through the trainer's expertise and practical knowledge, you will be able to define the key concepts associated with Total Quality Management and you will be able to:

- Determine the impact of quality on profitability
- Adopt TQM as a fundamental business strategy
- Communicate the importance of customer focused TQM
- 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
- Achieve world-class status in manufacturing and service through TQM
- Apply the Malcolm Baldrige National Quality Award guidelines to TQM initiatives

Why to take this course?

The Quality-One Technical Training Centers are available for offsite TQM Training in several convenient locations. Offsite training provides the participants an opportunity to escape from the distractions and interruptions of daily work activities and concentrate on learning. The offsite training atmosphere promotes the sharing of different experiences by participants from diverse backgrounds and various industries. This professional interaction tends to maintain interest and

promote a higher level of knowledge transfer. The offsite training option is beneficial to companies with less than five associates that require TQM training.

What you will learn in this course:

- The program covers all basic TQM principles and gives the student a solid understanding of TQM and how it is implemented in a business environment.

Who this course is for:

- ME/EE/ECE/CE

Course Outline:

Defining Total Quality Management ■ The concept of Total Quality Management ■ The philosophy behind Total Quality Management ■ Leading lights and their ideas Principles of Total Quality Management ■ The core principles in achieving Total Quality Management ■ Prevention not correction ■ Customer focus Techniques used in Total Quality Management ■ Process improvement ■ Benchmarking ■ Cause and effect ■ Measurement ■ Cost of quality Implementing Total Quality Management ■ Principles into Leadership ■ Commitment and involvement ■ Organizational culture Benefits of Total Quality Management ■ To the customer – improved quality ■ To employees – increased satisfaction ■ To the organization – better performance