



Implementing Total Quality

Management (TQM)



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# Implementing Total Quality Management (TQM)

# Introduction:

Total Quality Management (TQM) is an organizational management method that seeks to improve quality of products and services by implementing a process of continuous improvement. It is an approach to improve flexibility, effectiveness and competitiveness of an organization. The main feature which distinguishes TQM from other management practices is TQM's emphasis on continuous improvement. At the core, TQM is a management strategy that aims to deliver long term success through customer satisfaction.

Implementing Total Quality Management (TQM) will help the candidates 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 candidates to articulate and implement quality improvement processes in the workplace, in line with the philosophy of Total Quality Management.??

No one approach to change works for every organization. Organizational culture, management processes and systems that exist in the current organization need to be carefully analyzed to determine the best way to go. Total quality management (TQM) is a management approach to customer satisfaction, employee satisfaction and supplier relationships by continually improving on a business's processes and systems to develop quality products and services. There are a few important things to look at in the present state of an organization when considering using TQM as an approach to quality management:

- The purpose of our organization
- The vision

- The mission statement
- Overall organizational objectives
- The link between the mission statement and overall objectives
- Company values

### Who Should Attend?

Executives, engineers, and supervisors from QA, production, maintenance and engineering, Managers, Supervisors, Engineers, Practitioners in the field of Quality Management, Quality Engineering, Continuous improvement, production & operation and all parties associated with process quality, improvement, production and operation of the company or organization

# Course Objectives:

# By the end of this course delegates 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

- Implement the principles and concepts inherent in a Total Quality Management (TQM) approach to managing a manufacturing or service organization
- Understand the philosophies-including similarities and differences-of the gurus of TQM in order to better evaluate TQM implementation proposals offered by quality management organizations and consultants
- Successfully implement process improvement teams trained to use the various quality tools for identifying appropriate process improvements
- Assess exactly where an organization stands on quality management with respect to the ISO 9000 quality management standard and the Baldrige Award criteria
- Develop a strategy for implementing TQM in an organization

## 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
- Organisational culture

# **Benefits of Total Quality Management**

- To the customer improved quality
- To employees increased satisfaction
- To the organisation better performance