



Total Quality Management

Masterclass (TQM)



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# Total Quality Management Masterclass (TQM)

## **Introduction:**

Total Quality Management (TQM) is a system of principles, methods, and best practices that provide a framework for organizations to strive for excellence in everything they do. Today business, government, and other fields are implementing Total Quality Management (TQM) as their management philosophy. TQM techniques result in every member of the team working together to attain the department's objectives.

Total Quality Management (TQM) is a leadership practice that has a positive impact on the entire work environment. Effective leaders build a solid foundation that allows them to develop truly committed employees with high morale and improved performance. Because Total Quality Management provides employees with opportunities for participation, problem solving and teamwork, it creates a level of motivation within each employee.

## **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

This dynamic program is highly interactive and encourages delegate participation through a combination of lectures, interactive case studies, and small-group project work designed to reinforce new skills. The program will include analyzing case studies and best practices to model Total Quality Management.

## **Course Objectives:**

By the end of this course delegates will be able to:

- Discuss the primary concepts of Total Quality Management
- Define the major benefits to the organization of Total Quality Management

- Describe TQM techniques for measuring and improving quality
- Gain the information and skills needed to implement total quality practices
- Describe how TQM can be introduced into their work place
- Integrate the fundamentals of TQM into the organization's business model
- Implement the best practices of world-class TQM organizations
- Identify useful quality improvement techniques
- Adopt Total Quality Management as a fundamental business strategy
- Communicate the importance of customer focused TQM
- Accomplish the cultural transformation necessary for successful implementation of total quality practices
- Achieve world-class status through Total Quality Management
- Apply the Malcolm Aldridge National Quality Award guidelines to Total Quality Management initiatives

## Course Outline:

### Defining Total Quality Management

- Course overview and learning objectives
- TQM as defined by the International Organization for Standardization
- The concept of Total Quality Management
- The seven obstacles to TQF
- TQM as a fundamental management strategy
- Traditional Management versus Total Quality Management

### Principles of Total Quality Management

- The core principles in achieving Total Quality Management
- Customer-focused quality
- Establishing a vision, mission and theme
- Does your mission statement reflect the importance of being a TQM
- Building Quality Through Teamwork

### **Techniques Used in Total Quality Management**

- Process improvement
- Benchmarking: a point of reference
- The Baldrige National Quality Program (BNQP): Criteria for Performance Excellence
- Using the Cause and Effect Diagram
- Measuring TQM results

### **Implementing Total Quality Management**

- Putting principles into practice
- Leadership: taking ownership of the quality leadership philosophy
- Total Quality Management as an invaluable leadership principle
- Tips for developing and coaching quality leaders and employees
- Implement a business strategy driven by TQM
- Focusing on continuous improvement

### **Benefits of Total Quality Management**

- Benefits of Implementing Total Quality Management “best practices”
- To the customer - improved quality
- To the employee - increased satisfaction
- To the organization - better performance

