



Quality Management (TQM):

Improvement Tools & Methodologies



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Quality Management (TQM): Improvement Tools & Methodologies

Introduction:

The course will provide participants with comprehensive knowledge on Quality history and evolution, as well as quality gurus and tools. The course will focus on applications of quality systems, models and methodologies including excellence awards, ISO systems and breakthrough improvement methodologies such as Lean and Six Sigma. This highly interactive course will help participants apply the powerful quality tools used in leading organizations. Participants will leave with best practices on how to select, design or apply quality structures and tools in their organizations.

Who Should Attend?

Quality Managers, Quality Assurance Engineers/Officials, Quality Engineers, Quality Improvement Professionals, Manufacturing/Process Engineers Project Managers, Corporate Managers, Executive Managers, Senior Managers, Middle Managers, Junior Managers, Human Resource Managers, Board of Directors, Entrepreneurs, Production Managers, Production Supervisors, Product Engineers, Inspectors, Line Leaders, Production Operators, Customer Service Professionals, Training Managers, Practitioners in the field of Quality Management, all those who are engaged in quality management implementation and improvement of organizational performance, those with an interest in quality management systems, those starting their career in quality management, staff who are involved in influencing, formulating or supporting the long term planning and strategy of the quality department or organization, as well as those who are responsible for linking, measuring and improving the performance of others, those who are engaged in quality models, awards, ISO and TQM implementation as well as improving organizational performance.

Course Objectives:

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

- Describe various types of benchmarking tools and techniques to boost quality initiatives
- Apply widely used improvement methodologies Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus

 Discover the success elements of Total Quality Management deployment (TQM)

Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization

Course Outline:

Introduction to Total Quality Management (TQM) Concepts

- Definition of quality and quality models
- History of quality
- Defining TQM
- TQM critical success factors
- The relationship between ISO 9000 and TQM
- Benefits of implementing a quality model
- The cost of poor quality
- National quality awards
- Selecting the right model for your organization
- The quality maturity ladder

The Success Elements of TQM

- Customer driven quality
- Plan, Do, Check, Act (PDCA) model
- Eight-step problem solving methodology
- Process thinking
- Eliminating the non value added
- Management by facts and data
- Continual improvement and Kaizen
- Enhanced employee participation and decision making through idea generating systems

Employee reward and recognition

Improvement Tools and Methodologies

- What is a quality tool
- The seven quality control tools
- Cause and effect diagram, check sheet, control charts, histogram,
 Pareto chart, scatter diagram, stratification
- Brainstorming
- Tree diagrams: how-how and why-why diagrams
- Force field analysis
- Affinity diagrams
- Process mapping: 'the turtle'
- Lean thinking
- The seven types of waste in organizations
- Visual management and the 5S program
- Six Sigma

Benchmarking as a Tool to Improve Quality and Business Processes

- What is benchmarking? Why benchmark?
- Levels of benchmarking
- Pros and cons of different benchmarking approaches

Methodology for a Continuous Improvement Process

- The eight steps to achieve improvement
- Critical success factors and common failure factors in TQM