

# **Total Quality Management - Tool Box for Continual**

## **Improvement Course**

#### **Venue Information**

Venue: London UK

Place:

**Start Date:** 2025-10-27 **End Date:** 2025-10-31

#### **Course Details**

Net Fee: £4750.00

Duration: 1 Week

Category ID: QAPC

Course Code: QAPC-1

**Syllabus** 

### **Course Syllabus**

#### Introduction

#### This program is designed for:

Individuals, managers, supervisors and all those who are engaged in TQM implementation and improving organizational performance.

#### **Objectives**

- Describe the importance of quality models.
- Identify various quality concepts.
- Compare various TQM philosophies.

www.skilllinx.co.uk Page 1 of 3

......

#### Introduction to Total Quality Management (TQM) Concepts

- Definition of Quality and Quality Models
- History of Quality
- · What is TQM?
- The Relationship Between ISO 9000 and TQM
- Benefits of Implementing a Quality Model
- The Cost ofPoor Quality
- The Gurus Comparsion (Deming, Crosby, Juran, Etc.)
- · National Quality Award:
  - o The Malcolm Baldrige National Quality Award
  - EFQM, Dubai Quality Award and HH Sheikh Khalifa Excellence Award
- Selecting the Right Model for Your Organization
- The Quality Maturity Ladder

#### The Success Elements of TQM

- Customer-Driven Quality
- Plan-Do-Check-Act Model (PDCA)
- 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 Turtleâ€Â•
- Poka Yoke
- Lean Thinking
- Visual Management and S Program
- Six Sigma

#### Benchmarking as a Tool to Improve Quality and Business Processes

What is Benchmarking? Why Benchmark?

www.skilllinx.co.uk Page 2 of 3

Critical Success Factors and Common Failure Factors in TQM

www.skilllinx.co.uk Page 3 of 3