

# Total Quality Management – Tool Box for Continual Improvement Course

## Venue Information

---

**Venue:** London UK

**Place:**

**Start Date:** 2026-04-21

**End Date:** 2026-04-25

## 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.

## **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 of Poor Quality
- The Gurus Comparison (Deming, Crosby, Juran, Etc.)
- National Quality Award:
  - 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 Turtle"
- Poka Yoke
- Lean Thinking
- Visual Management and 5S Program
- Six Sigma

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

- What is Benchmarking? Why Benchmark?

- Critical Success Factors and Common Failure Factors in TQM