

QUALITY ASSURANCE & TQM SYSTEMS

“Mastering Quality Assurance and Total Quality Management for Organizational Excellence”

Schedule

Date	Venue	Fees (Face-to-Face)
29 - 30 Apr 2026	Dubai, UAE	USD 1995 per delegate
01 - 02 Jul 2026	Riyadh - KSA	USD 1995 per delegate

► Available delivery methods: Face-to-Face & Online Training

Introduction

Quality Assurance (QA) and Total Quality Management (TQM) are essential components of any organization's strategy for achieving operational excellence and customer satisfaction. This 2-day course is designed to provide participants with the knowledge and skills to implement and sustain robust QA systems and TQM principles across their organizations.

Through a combination of theoretical frameworks and practical applications, participants will learn about the key tools and methodologies that ensure consistent product and service quality. The course will cover QA processes, quality control techniques, the fundamentals of TQM, and the integration of these practices into business processes to drive continuous improvement.

Objectives

By the end of this course, participants will be able to:

- Understand the principles and practices of Quality Assurance (QA) and Total Quality Management (TQM).
- Implement effective quality control techniques in their organization's processes.
- Apply TQM principles to drive continuous improvement across all departments.
- Integrate quality management systems to enhance productivity and reduce costs.
- Develop strategies for measuring and sustaining high levels of quality across products and services.

Why Attend

- Gain a solid foundation in both Quality Assurance and Total Quality Management principles.
- Learn how to integrate QA systems and TQM practices into your organization's operational framework.
- Understand how TQM drives customer satisfaction, operational efficiency, and business growth.
- Master the tools and techniques for identifying and addressing quality issues proactively.
- Learn from case studies of successful TQM implementations in various industries.

Target Audience

This program is designed for:

- Quality managers and assurance professionals
- Operational managers looking to improve quality control and processes
- TQM coordinators and continuous improvement specialists
- Supply chain managers and logistics professionals
- Anyone involved in managing or improving quality within their organization

Individual Benefits

Key competencies that will be developed include:

- Proficiency in applying QA and TQM principles to improve processes and products.
- Expertise in quality control techniques, such as Six Sigma and statistical process control (SPC).
- Understanding of how to measure and monitor quality metrics across departments.
- Ability to lead continuous improvement initiatives and foster a culture of quality within the organization.
- Enhanced problem-solving skills and the ability to address quality issues effectively.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved product and service quality through effective QA and TQM systems.
- Increased operational efficiency by identifying and eliminating quality bottlenecks.
- Stronger customer satisfaction through consistent and high-quality output.
- A culture of continuous improvement, leading to long-term business success.
- Better alignment between quality objectives and organizational goals.

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - In-depth discussions on the key components and best practices for QA and TQM implementation.
- Case Studies - Real-world examples of organizations that successfully implemented QA and TQM systems.
- Workshops - Hands-on activities and exercises focusing on applying TQM principles and quality control techniques.
- Peer Exchange - Group discussions to share experiences and best practices for quality improvement initiatives.
- Tools - Practical tools for measuring quality, managing improvements, and integrating TQM into business processes.

Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Quality Assurance and TQM

- Module 1: Understanding Quality Assurance (QA) Principles (07:30 – 09:30)
 - Definition and importance of Quality Assurance in the business environment
 - The role of QA in ensuring consistency and reliability of products and services
 - Key components of a QA system: process control, documentation, and auditing
- Module 2: Total Quality Management (TQM) Fundamentals (09:45 – 11:15)
 - Introduction to TQM principles: customer focus, continuous improvement, and employee involvement
 - The 8 principles of TQM and their application in the workplace
 - Creating a quality-driven organizational culture
- Module 3: Key Quality Management Tools (11:30 – 01:00)
 - Tools for measuring and controlling quality: Pareto charts, fishbone diagrams, and control charts
 - Techniques for identifying root causes of quality issues
 - Overview of Six Sigma and its role in TQM

Day 2: Implementing and Sustaining QA & TQM Systems

- Module 1: Developing and Implementing QA Systems (07:30 – 09:30)
 - Step-by-step process for designing and implementing a QA system in your organization
 - Creating quality assurance policies and procedures
 - Establishing KPIs and metrics for monitoring QA performance
- Module 2: TQM System Integration and Continuous Improvement (09:45 – 11:15)
 - Aligning TQM practices with business processes and objectives
 - Managing change and overcoming resistance to TQM adoption
 - Continuous improvement tools: PDCA (Plan-Do-Check-Act), Kaizen, and benchmarking
- Module 3: Measuring and Sustaining Quality Performance (11:30 – 01:00)
 - Developing systems to monitor quality performance and track progress
 - Conducting regular quality audits and assessments
 - Sustainability of quality management practices in the long term

Certification

Upon completing the training course, participants will receive a Certificate of Completion in Quality Assurance & TQM Systems, validating their expertise in implementing and managing QA and TQM systems within an organization to drive continuous improvement and operational excellence.

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