

TOTAL QUALITY MANAGEMENT (TQM) IN SUPPLY CHAIN

“Building a Culture of Excellence and Continuous Improvement Across the Supply Chain”

Schedule

Date	Venue	Fees (Face-to-Face)
02 – 06 Aug 2026	Kuwait	USD 3495 per delegate

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

Introduction

This course offers a deep dive into applying Total Quality Management (TQM) principles within supply chain operations to enhance product and service quality, customer satisfaction, and organizational performance. Participants will explore tools, techniques, and frameworks to build a quality-focused culture across suppliers, logistics partners, and internal teams.

Through real-world case studies, interactive exercises, and expert-led discussions, the program empowers participants to drive continuous improvement across the entire supply chain

Objectives

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

- Understand TQM principles and their relevance to supply chain management.
- Apply quality tools and methodologies to improve supply chain performance.
- Develop strategies for supplier quality management and collaboration.
- Design and implement continuous improvement initiatives.
- Measure and monitor key quality metrics across supply chain operations

Why Attend

- Learn best practices in applying TQM to global supply chains.
- Gain hands-on experience with tools like Six Sigma, PDCA, and root cause analysis.
- Strengthen supplier relationships through shared quality goals.
- Improve product and service consistency, reducing rework and waste.
- Build leadership capabilities to foster a culture of excellence.

Target Audience

This program is designed for:

- Supply chain and operations managers.
- Quality assurance and control professionals.
- Procurement and supplier development teams.
- Logistics, warehousing, and distribution managers.
- Continuous improvement and Lean/Six Sigma practitioners

Individual Benefits

Key competencies that will be developed include:

- Mastery of TQM tools and techniques.
- Advanced problem-solving and analytical skills.
- Ability to lead quality improvement initiatives.
- Enhanced understanding of supplier quality management.
- Stronger cross-functional collaboration for sustained improvement.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved supply chain reliability and customer satisfaction.
- Reduced defects, errors, and rework across processes.
- Enhanced supplier performance through partnership and alignment.
- Measurable improvements in cost, quality, and delivery metrics.
- A systematic approach to embedding quality into the organizational culture.

Instructional Methodology

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

- **Lectures and Expert Inputs** – TQM frameworks, models, and success factors.
- **Case Studies** – Learning from real-world supply chain quality challenges.
- **Interactive Workshops** – Hands-on application of tools like FMEA, Pareto analysis, and control charts.
- **Group Exercises** – Collaborative problem-solving and process mapping.
- **Action Planning** – Developing practical strategies for immediate application.

Course Outline

Detailed 5-Day 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: Foundations of TQM in Supply Chain

- **Module 1: Introduction to TQM (07:30 – 09:30)**
 - TQM principles, history, and relevance to supply chains.
 - Quality as a competitive advantage.
- **Module 2: Customer Focus and Quality Expectations (09:30 – 11:15)**
 - Identifying internal and external customers.
 - Aligning supply chain processes with customer needs.

Day 2: Quality Tools and Techniques

- **Module 3: Core Quality Tools (07:30 – 09:30)**
 - Pareto analysis, fishbone diagrams, flowcharts, control charts.
 - Using data to drive quality improvements.
- **Module 4: Process Mapping and Analysis (09:30 – 11:15)**
 - Mapping supply chain processes for quality gaps.
 - Root cause analysis and corrective actions.

Day 3: Supplier and Partner Quality Management

- **Module 5: Supplier Quality Integration (07:30 – 09:30)**
 - Setting supplier quality standards.
 - Supplier selection, evaluation, and collaboration.
- **Module 6: Quality Audits and Assessments (09:30 – 11:15)**
 - Conducting internal and external quality audits.
 - Building trust and accountability across the supply chain.

Day 4: Continuous Improvement Strategies

- **Module 7: PDCA, Six Sigma, and Lean Integration (07:30 – 09:30)**
 - Combining TQM with Lean and Six Sigma approaches.
 - Designing and executing continuous improvement projects.
- **Module 8: Monitoring and Measuring Performance (09:30 – 11:15)**
 - Setting KPIs and using scorecards.
 - Sustaining long-term improvement efforts.

Day 5: Capstone Workshop and Action Planning

- **Module 9: Simulation and Problem-Solving (07:30 – 09:30)**
 - Applying course concepts to simulated supply chain challenges.
 - Group presentations and solution development.
- **Module 10: Action Plans and Next Steps (09:30 – 11:15)**
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