MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

TOTAL QUALITY MANAGEMENT SYSTEMS (TQM)

""Driving Organizational Excellence Through Integrated Quality Systems and Continuous Improvement""

Schedule

Date	Venue	Fees
13 – 17 Apr 2026	London, UK	USD 3495 per delegate

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

Introduction

In today's competitive environment, delivering consistent quality is no longer optional—it's a strategic imperative. Total Quality Management (TQM) is a comprehensive approach focused on customer satisfaction, continuous improvement, and involvement of all employees in quality initiatives.

This 5-day intensive training program equips participants with the principles, tools, and techniques of TQM to help organizations enhance product/service quality, improve internal processes, and achieve excellence through a culture of collaboration and accountability. Practical case studies, workshops, and self-assessments will reinforce key learning.

Objectives

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

- Understand the core principles and pillars of Total Quality Management
- Develop and implement TQM frameworks within their organization
- Use quality tools to analyze and solve performance issues
- Foster a customer-centric, process-driven culture
- Integrate continuous improvement into daily operations

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Why Attend

- Learn how to build a quality-driven organization aligned with strategic goals
- Apply internationally recognized TQM tools and techniques
- Reduce waste, errors, and customer complaints
- Empower employees through team-based problem-solving
- Improve quality, performance, and customer satisfaction across departments

Target Audience

This program is designed for:

- Quality managers and compliance officers
- Operations, production, and process improvement professionals
- Project managers and department heads
- HSE, QA/QC, and internal audit teams
- Professionals involved in customer service and business excellence

Individual Benefits

Key competencies that will be developed include:

- Mastery of quality principles and continuous improvement cycles
- Problem-solving using structured quality tools
- Process mapping and root cause analysis
- Team facilitation for quality improvement initiatives
- Strategic alignment of quality with organizational goals

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved product and service quality across operations
- Reduced rework, cost of poor quality, and process variation
- Stronger customer loyalty and brand trust
- A culture of ownership, accountability, and innovation
- Measurable improvement in KPIs and audit performance

Instructional Methodology

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

- Strategy Briefings – TQM frameworks, principles, and global benchmarks
- Case Studies – Success stories and failed quality initiatives
- Workshops – Hands-on practice using tools like Pareto charts, flowcharts, and fishbone diagrams
- Peer Exchange – Group exercises and quality circles
- Tools – Templates for SIPOC, PDCA, process mapping, and root cause analysis

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Course Outline

Training Hours: 07:30 AM – 03:30 PM Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Break: 01:00 – 02:00

Day 1: Foundations of Total Quality Management

- Module 1: Principles and Evolution of TQM (07:30 – 09:30) • Deming's philosophy, Juran, and Crosby approaches • TQM pillars and cultural impact
- Module 2: TQM vs ISO Standards and Quality Systems (09:45 – 11:15) • Key differences and integration opportunities
- Module 3: Workshop – Quality Culture Assessment (11:30 – 01:00) • Evaluate your organization's current quality maturity

Day 2: Quality Tools and Techniques

- Module 4: Quality Control Tools – The Seven Basics (07:30 – 09:30) • Pareto, histogram, cause-effect, scatter, check sheet, flowchart, and control chart
- Module 5: Root Cause Analysis and Problem-Solving Models (09:45 – 11:15) • PDCA, DMAIC, and 5 Whys
- Module 6: Workshop – Solve a Real-World Quality Problem (11:30 – 01:00) • Apply structured tools to a case scenario

Day 3: Process Management and Customer Focus

- Module 7: Process Mapping and Process Control (07:30 – 09:30) • SIPOC, flowcharts, and identifying process waste
- Module 8: Voice of the Customer (VOC) and Satisfaction Metrics (09:45 – 11:15) • Capturing expectations and translating into quality requirements
- Module 9: Workshop – Develop a Process Improvement Plan (11:30 – 01:00) • Create a plan to improve a key process

Day 4: People, Leadership, and Team Involvement

- Module 10: Quality Leadership and Change Management (07:30 – 09:30) • Engaging leaders and overcoming resistance
- Module 11: Team-Based Improvement and Quality Circles (09:45 – 11:15) • Collaborative problem-solving and empowerment
- Module 12: Workshop – Conduct a Quality Circle Session (11:30 – 01:00) • Lead a team through an issue-resolution exercise

Day 5: Strategy, Metrics, and Sustaining Excellence

- Module 13: Linking TQM with Strategic Objectives (07:30 – 09:30) • Balanced scorecards and KPI alignment
- Module 14: Auditing and Continuous Improvement Systems (09:45 – 11:15) • Internal audits, feedback loops, and review cycles
- Module 15: Final Workshop – Build a TQM Implementation Roadmap (11:30 – 01:00) • Draft a practical, phased strategy for your organization

Certification

Participants will receive a Certificate of Completion in Total Quality Management Systems (TQM), validating their ability to apply TQM principles and tools to drive measurable improvement, ensure compliance, and enhance organizational quality culture.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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