

## 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

## 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

## 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

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### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

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## MAWA EVENTS

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