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)

"Build a Culture of Continuous Improvement Through Strategic Total Quality Management."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

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

Introduction

The Total Quality Management (TQM) Systems course provides a comprehensive framework for embedding quality at every level of an organization. Grounded in globally recognized quality management principles, this 5-day training focuses on systems thinking, customer-centric improvement, process optimization, and employee empowerment. Participants will gain tools to assess, lead, and sustain quality transformation efforts across sectors and industries.

Objectives

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

- Understand the principles and evolution of Total Quality Management
- Apply TQM tools to improve processes and eliminate inefficiencies
- Lead quality initiatives that align with organizational goals
- Integrate customer satisfaction into all aspects of operations
- Build and sustain a quality-driven organizational culture

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Why Attend

This course empowers professionals to take ownership of quality, both strategically and operationally. It’s ideal for individuals and organizations aiming to embed continuous improvement across processes, products, and services.

Target Audience

- Quality Assurance and Control Professionals
- Operations Managers and Process Owners
- Project and Program Managers
- Organizational Excellence and Compliance Leaders
- Engineers, Team Leaders, and Supervisors

Individual Benefits

- Gain in-depth understanding of TQM principles and tools
- Enhance leadership skills in quality improvement initiatives
- Learn how to align operations with customer expectations
- Become a key contributor to organizational excellence programs

Organizational Benefits

- Drive customer satisfaction through improved quality systems
- Reduce costs and waste while improving operational efficiency
- Enhance compliance with ISO and other quality frameworks
- Foster a proactive culture of accountability and excellence

Instructional Methodology

- Interactive lectures with real-world case studies
- TQM tools simulations and hands-on group activities
- Strategic quality planning and performance analysis
- Self-assessment tools, team discussions, and quality diagnostics
- End-of-course quality project presentation and review

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

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

- Module 1: History, Philosophy, and Principles of TQM (07:30 – 09:30)
- Module 2: Quality Gurus: Deming, Juran, Crosby Contributions (09:45 – 11:15)
- Module 3: TQM vs Traditional Quality Approaches (11:30 – 01:00)
- Module 4: The Role of Leadership in TQM Systems (02:00 – 03:30)

Day 2: Customer Focus & Strategic Alignment

- Module 1: Voice of the Customer (VOC) and Internal Customers (07:30 – 09:30)
- Module 2: Quality Function Deployment (QFD) (09:45 – 11:15)
- Module 3: Aligning Quality Goals with Business Strategy (11:30 – 01:00)
- Module 4: Organizational Excellence Models (EFQM, Baldrige) (02:00 – 03:30)

Day 3: Tools for Quality Improvement

- Module 1: Process Mapping and Flowcharting (07:30 – 09:30)
- Module 2: Root Cause Analysis – 5 Whys, Fishbone Diagrams (09:45 – 11:15)
- Module 3: Basic Quality Tools – Check Sheets, Pareto, Histograms (11:30 – 01:00)
- Module 4: Advanced Tools – Control Charts, Scatter Diagrams, Benchmarking (02:00 – 03:30)

Day 4: Teamwork, Culture & Change Management

- Module 1: Building High-Performance Quality Teams (07:30 – 09:30)
- Module 2: Empowerment, Engagement, and Continuous Learning (09:45 – 11:15)
- Module 3: Quality Culture and Organizational Change (11:30 – 01:00)
- Module 4: Barriers to TQM Implementation and Overcoming Resistance (02:00 – 03:30)

Day 5: Sustaining Quality & Certification Readiness

- Module 1: ISO 9001 and Integration with TQM (07:30 – 09:30)
- Module 2: Auditing for Continuous Improvement (09:45 – 11:15)
- Module 3: Designing a TQM Implementation Roadmap (11:30 – 01:00)
- Module 4: Final Exam, Wrap-Up & Action Planning (02:00 – 03:30)

Certification

Participants who successfully complete the course and final evaluation will receive a Certificate of Completion – Total Quality Management Systems (TQM). This certificate validates understanding of core TQM practices and readiness to lead quality improvement efforts aligned with international quality standards.

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.

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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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