

TOTAL QUALITY MANAGEMENT - TOOL BOX FOR CONTINUAL IMPROVEMENT

"Empower Excellence Through Quality Tools, Continuous Improvement, and Innovation."

Schedule

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

► **Available delivery methods:** In-House Training

Introduction

Total Quality Management (TQM) is a comprehensive approach that focuses on continuous improvement, customer satisfaction, and total employee involvement in achieving excellence. This course, Total Quality Management – Toolbox for Continual Improvement, provides participants with a practical understanding of the essential tools, techniques, and methodologies that drive quality improvement across all functions of an organization.

The training emphasizes hands-on learning and real-world application of TQM tools such as Pareto Analysis, Fishbone Diagrams, Control Charts, and PDCA. Participants will learn to identify problems, analyze root causes, and implement effective solutions that enhance performance, reduce waste, and ensure sustained improvement.

Objectives

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

- Understand the core principles and philosophy of Total Quality Management.
- Apply key TQM tools and techniques for problem-solving and improvement.
- Analyze process performance using data-driven approaches.
- Identify and eliminate quality issues through structured methodologies.
- Foster teamwork, ownership, and continuous improvement culture.
- Integrate TQM practices into daily operations and management systems.
- Drive measurable results through effective quality improvement initiatives.

Why Attend

In today's competitive business landscape, organizations that focus on continuous improvement achieve higher productivity, customer satisfaction, and profitability. This course equips professionals with the right mix of tools and techniques to analyze, improve, and control processes effectively, fostering a culture of excellence and innovation across all levels.

Target Audience

This course is suitable for:

- Quality Assurance and Control Professionals
- Operations and Production Managers
- Process Improvement Teams and Supervisors
- Engineers and Technical Staff
- Project and Performance Managers
- Continuous Improvement Practitioners
- Anyone involved in problem-solving or process optimization initiatives

Individual Benefits

- Gain a comprehensive understanding of TQM concepts and tools.
- Learn to apply analytical tools to solve real operational problems.
- Strengthen decision-making and data interpretation skills.
- Enhance professional capabilities in process improvement and quality management.
- Build confidence in leading and facilitating improvement projects.
- Increase career growth opportunities in quality and excellence fields.

Organizational Benefits

- Improve product and service quality through structured methodologies.
- Reduce waste, rework, and process variation.
- Strengthen customer trust and satisfaction.
- Build a culture of accountability and continuous improvement.
- Enhance efficiency and operational performance.
- Support long-term business excellence and competitiveness.

Instructional Methodology

This course employs a practical, experience-based learning approach through:

- Instructor-led sessions and interactive presentations
- Real-life case studies and hands-on exercises
- Problem-solving workshops using TQM tools
- Group discussions and improvement simulations
- Data collection, analysis, and interpretation activities
- Continuous feedback and interactive learning sessions

Course Outline

Module 1: Introduction to Total Quality Management and Its Principles

Module 2: The PDCA Cycle and Continuous Improvement Framework

Module 3: Problem Identification and Root Cause Analysis

Module 4: The Seven Basic Quality Tools (Check Sheets, Pareto Charts, Cause-and-Effect Diagrams, Control Charts, Histograms, Scatter Diagrams, and Flowcharts)

Module 5: Advanced Tools for Quality Improvement – FMEA, QFD, Benchmarking

Module 6: Data Collection and Analysis for Decision-Making

Module 7: Implementing Corrective and Preventive Actions

Module 8: Building and Sustaining a Culture of Continuous Improvement

Module 9: Measuring Results and Monitoring Progress

Module 10: Case Studies and Action Planning for Ongoing Improvement

Certification

Upon successful completion, participants will receive a Certificate of Completion in Total Quality Management – Toolbox for Continual Improvement, acknowledging their competence in applying quality tools and continuous improvement techniques to achieve organizational excellence.

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.
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- **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?

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