TQM Total Quality Management

Why Learn TQM Total Quality Management?

Learn how to escape from the distractions and interruptions of daily work activities and concentrate on learning.

TQM is a management approach to long-term success through customer satisfaction.

In a TQM effort, all members of an organization participate in improving processes, products, services, and the culture in which they work.

Audience Profile :

- Those new to quality, process leader practitioners, and those who support the practice of business excellence and would benefit from formal training on the fundamentals of quality and process improvement should attend this training.

Prerequisites:

- Basic Computer Knowledge.
- There are no prerequisites to take up TQM training.
- Anybody who wants to learn what Total Quality Management is all about can be part of this training.

Course Overview:

- Total quality management (TQM) is a management approach to long-term success through customer satisfaction.
- Training courses in TQM will teach you how to use a combination of strategy, data, and effective communication to integrate quality into all aspects of your organization.
- Quality tools enable you to accomplish change and manage improvement across your organization.
- This course teaches concepts like the seven basic quality tools to improve processes and increase your organization's operational efficiency.

TQM Total Quality Management Outline:

- Quality Basics
- Terms, concepts and principles
- Quality definitions
- Quality plan
- Quality systems
- Organizational culture
- Employee involvement and empowerment
- Team organization
- Roles and responsibilities
- Team formations and group dynamics
- Initiating teams
- Selecting team members
- Incremental and breakthrough improvement
- Improvement techniques
- Supplier selection
- Supplier performance
- Perfection or consistency
- Philosophy, principles and concepts of TQM
- The foundation and the four sides of the TQM pyramid
- Focus on the customer and the employee
- Continuous improvements
- Everybody's participation
- Quality management systems and standardization
- The concept of system
- Quality management systems
- Joharry's new window on standardization and causes of quality failures
- Standardization and creativity
- Tools for the quality journey
- The quality story
- The cause-and-effect diagram and the connection with the Pareto diagram and stratification
- Scatter diagrams and the connection with the stratification principle
- Case example: problem solving in a QC circle using some of the seven tools (Hamanako Denso)
- Relationship between the tools and the PDCA cycle
- Some new management techniques
- Matrix data analysis
- Prioritization matrices and analytical hierarchies
- Measurement of customer satisfaction
- Theoretical considerations
- Measurement of employee satisfaction
- Set up focus with employees to determine relevant topics
- Design the questionnaire including questions about both evaluation and importance for each topic
- Compile presentation material for all departments and present the material to the departments
- Carry out the survey
- Report at both total and departmental level

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