



Get in Touch:

P.O. Box 34970 Dubai, United Arab Emirates
Tel. No.: +971 4 2941288 Fax: +971 4 2941228
Email: ts@teampower.ae
www.tpidubai.com | www.strategictalk.com

Team Power International
Where Your Winning Future Begins

EXCELLENCE IN TRAINING

EX05E



In-House
Training

TOTAL QUALITY MANAGEMENT

Understanding of TQM and how to apply it in a professional work environment



OVERVIEW



PRIMARY OBJECTIVES & BENEFITS

Total quality management (TQM) is a philosophy, methodology and system of tools aimed to create and maintain mechanism of organization's continuous improvement (ISO 8402:1994). It involves all departments and employees into improvement of processes and products. It helps to reduce costs and to meet and exceed needs and expectations of customers and other stakeholders of an organization. TQM encompasses the concepts of business and social excellence that is sustainable approach to organization's competition, efficiency improvement, leadership and partnership. The objectives of this course is to introduce the main principles of business and excellence, to generate knowledge and skills of staff to use models and quality management methodology for the implementation of total quality management in any sphere of their business.

This workshop will help participants to:

1. Know business excellence models and be able assess organization's performance making reference to their criteria.
2. Know the principles of total quality management and particularities of their implementation.
3. Be able to use quality management methods analyzing and solving problems of organization.
4. Learn how to make an organization more competitive.
5. Establish a new culture which will enable growth and longevity.
6. Provide a working environment in which everyone can succeed.
7. Save costs, increase profitability.
8. Build teams, partnerships and co-operation.



WHO SHOULD ATTEND?

Quality Personnel, Managers and Supervisors, Anyone who wishes to broaden their knowledge about the subject

TOTAL QUALITY MANAGEMENT

Understanding of TQM and how to apply it in a professional work environment

Module 1 - Quality: The History, Role And Importance

- What is quality?
- Why should we monitor it?
- Prerequisites and stages of TQM's evolution
- TQM gurus

Module 2 - Quality Management Concepts

- Key concepts (ISO 9001)
- Business excellence models
- Quality management methods
- Continuous improvement

Module 3 - People And Their Roles

- The role of employees
- The role of managers
- Teamwork and quality circles
- TQM implementation

Module 4 - Leadership

- Top management and leadership commitment
- Sustainable development
- Quality Leadership
- Implementation

Module 5 - Quality Organization

- Benefits of TQM
- Corporate social responsibility
- Partnership role achieving TQM
- Performance management

Module 6 - Practical Tools And Techniques

- LEAN
- Six Sigma
- FMEA
- 5 Whys
- Cause and Effect
- Pareto Chart

PROGRAM HIGHLIGHT

Duration: 3 days

Date: To be Agreed with the Client Organization

Timing: 8:30 am to 2:30 pm daily

Venue: Suitable & fully equipped venue (to be provided by Customer)

Language: English or Arabic

Material: Participants will be provided with high quality handouts

Certificates: Certificates of Completion shall be provided to participants upon successful attendance of the training program

Fees: Inclusive of facilitator's fees, materials and certificates