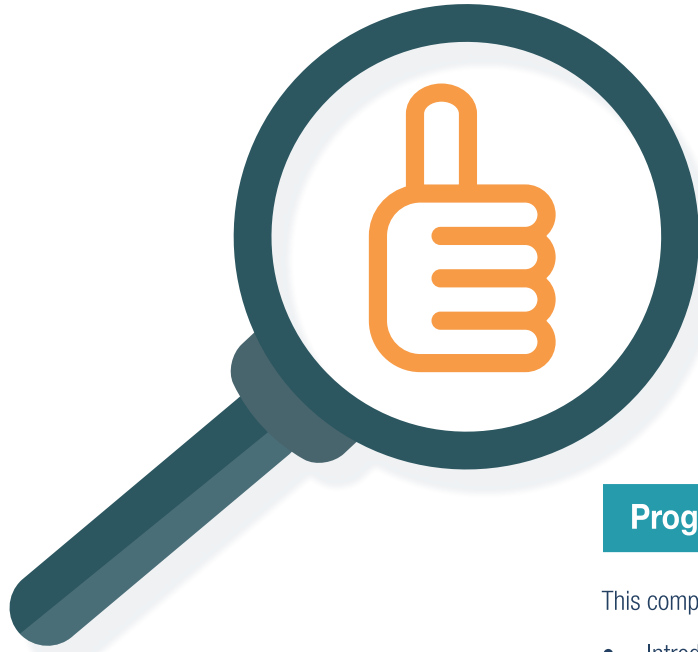


Total Quality Management



Programme Description

This course will assist participants to understand the concept of Total Quality Management (TQM). It will provide the necessary knowledge about TQM and how to develop TQM tools and techniques. It will also create an understanding of TQM culture and philosophy as well as its applications in daily practices and processes.

Target Audience

This Course is designed for individuals who are involved in quality development, quality assurance and quality improvement in an organization.

Programme Objectives

At the end of this programme, participants will be able to:

- ✓ Understand total quality concept and techniques for managing, controlling, and improving quality.
- ✓ Gain the information and skills needed to implement total quality practices.
- ✓ Develop strategies for quality implementation at the workplace

Programme Outlines

This comprehensive programme will include the following:

- Introduction to Quality
 - Quality Gurus
 - Quality Concept
 - Cost of Quality – Taguchi Method
- Total Quality Management
 - TQM in comparison to other quality standards
 - Definition of TQM
 - The Corner Stones of TQM
 - Guiding Principles of TQM
- Key Elements of TQM
 - Systems
 - Process Control
 - Management
 - People
- TQM Tools & Techniques
 - 7 QC Tools
 - Quality Control Circles
 - Taguchi Technique
 - 5S
 - PDCA Cycle
 - Statistical Process Control
 - Failure Mode & effect analysis
- Implementation Model for TQM
 - Organization structure for TQM
 - Creating awareness
 - Training
 - Planning
 - Teamwork
 - Measurement (costs)
 - KAIZEN