



# TOTAL QUALITY MANAGEMENT (TQM) IN OPERATIONS, SUPPORT AND SERVICE

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## **TRAINING TITLE**

**TOTAL QUALITY MANAGEMENT (TQM) IN OPERATIONS, SUPPORT AND SERVICE FUNCTIONS**

## **VENUE**

**Dubai, UAE**

## **DURATION**

**5 Days**

## **DATES**

**21 - 25 February 2021**

## **PRICE**

**US\$4,000 per attendee including training material/handouts, morning/afternoon coffee breaks and Lunch buffet.**

## **TRAINING INTRODUCTION**

This training course will help participants understand total quality concept and techniques for managing, controlling, and improving quality. This course exposes participants to contemporary knowledge and techniques of TQM. This would in turn enable the participant to articulate and implement quality improvement processes in the workplace, in line with the philosophy of Total Quality Management.

## **TRAINING OBJECTIVES**

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

- Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus
- Discover the success elements of Total Quality Management (TQM) deployment
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Describe various types of benchmarking tools and techniques to boost quality initiatives
- Apply widely used improvement methodologies

## **TRAINING AUDIENCE**

Individuals, managers, supervisors and all those who are engaged in quality models, awards, ISO and TQM implementation as well as improving organizational performance.

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## **TRAINING OUTLINE**

### **Introduction to total quality management concepts**

- Definition of quality and quality models
- History of quality
- Defining TQM
- TQM critical success factors
- The relationship between ISO 9000 and TQM
- Benefits of implementing a quality model
- The cost of poor quality
- Comparing the gurus (Deming, Crosby, Juran, etc.)
- National quality awards:
  - The Malcolm Baldrige national quality award
  - EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award
- Selecting the right model for your organization
- The quality maturity ladder

### **The success elements of TQM**

- Customer driven quality
- Plan, Do, Check, Act (PDCA) model
- Eight-step problem solving methodology
- Process thinking
- Eliminating the non value added
- Management by facts and data
- Continual improvement and Kaizen
- Enhanced employee participation and decision making through idea generating systems
- Employee reward and recognition

### **Improvement tools and methodologies**

- What is a quality tool
- The seven quality control tools
- Cause and effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, stratification
- Brainstorming
- Tree diagrams: how-how and why-why diagrams
- Force field analysis
- Affinity diagrams
- Process mapping: 'the turtle'
- Poka yoke

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- Lean thinking
  - The seven types of waste in organizations
  - Visual management and the 5S program
  - Six sigma

### **Benchmarking as a tool to improve quality and business processes**

- Definition of benchmarking and reasons to benchmark
- Levels of benchmarking
- Pros and cons of different benchmarking approaches

### **Elements of a continuous improvement process**

- The eight steps to achieve improvement
- Critical success factors and common failure factors in TQM

### **TRAINING CERTIFICATE**

**MAESTRO CONSULTANTS** Certificate of Completion for delegates who attend and complete the training course

### **METHODOLOGY**

Our courses are highly interactive, typically taking a case study approach that we have found to be an effective method of fostering discussions and transferring knowledge. Participants will learn by active participation during the program through the use of individual exercises, questionnaires, team exercises, training videos and discussions of “real life” issues in their organizations. The material has been designed to enable delegates to apply all of the material with immediate effect back in the workplace.