



Quality Management & Operational Excellence

Total Quality Management (TQM) Toolbox for Continual Improvement

Course 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. Through The Trainer's Expertise And Practical Knowledge, You Will Be Able To Define

Target Audience

- practitioners in quality and audits
- Senior members and managers of organisations who need to understand the significance of training employees on quality management
- Quality team members
- Professionals aspiring to undertake a quality-related certification
- Construction project owners
- Design consultants
- Construction contractors

Architects

Non-engineering construction professionals

Learning Objectives

- Determine the impact of quality on profitability
- Adopt TQM as a fundamental business strategy
- Communicate the importance of customer focused TQM
- Use seven QC tools for data collection and analysis
- Implement a business strategy driven by Total Quality Management (TQM)
- Accomplish the cultural transformation necessary for successful implementation of total quality practices
- Achieve world-class status in manufacturing and service through TQM
- Apply the Malcolm Baldrige National Quality Award guidelines to TQM initiatives

Course Outline

- **01 DAY ONE**

DEFINING TOTAL QUALITY MANAGEMENT

- The concept of Total Quality Management
- The philosophy behind Total Quality Management
- Leading lights and their ideas

PRINCIPLES OF TOTAL QUALITY MANAGEMENT

- The core principles in achieving Total Quality Management
- Prevention not correction
- Customer focus

- **02 DAY TWO**

TECHNIQUES USED IN TOTAL QUALITY MANAGEMENT

- Process improvement
- Benchmarking
- Cause and effect
- Measurement
- Cost of quality

• 03 DAY THREE

IMPLEMENTING TOTAL QUALITY MANAGEMENT

- Principles into Leadership
- Commitment and involvement
- Organizational culture

• 04 DAY FOUR

BENEFITS OF TOTAL QUALITY MANAGEMENT

- To the customer – improved quality
- To employees – increased satisfaction
- To the organization – better performance

• 05 DAY FIVE

INTRODUCTION TO QUALITY ASSURANCE AND CONTROL TECHNIQUES

- Course overview and learning objectives
- Quality assurance and control principles
- The concept of Total Quality Management
- The origin and philosophy behind Total Quality Management
- Dr. Deming's Fourteen Points
- Understanding Six Sigma Methodology
- Lean Principles
- Obstacles to implementing TQM
- Case studies and best practices
- Traditional Management versus Total Quality Management

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 14, 2025	April 18, 2025	5 days	4250.00 \$	UAE - Dubai
April 27, 2025	May 1, 2025	5 days	2150.00 \$	Virtual - Online
July 28, 2025	Aug. 1, 2025	5 days	4950.00 \$	England - London

FROM	TO	DURATION	FEES	LOCATION
Oct. 20, 2025	Oct. 24, 2025	5 days	4250.00 \$	UAE - Dubai