



Quality Management & Operational Excellence

# Total Quality Management

## Course Introduction

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All business management principles unanimously agree on the importance of quality. One can measure the success of an organization from the quality of its goods and services. Due to the importance of this factor, total quality management has gained vast prominence over the years. Managers strive to maintain the highest quality standards to meet their market competition.

This training program is designed to provide participants with the comprehensive knowledge on the history and evolution of the concept of quality, as well as on the history of quality gurus and tools. the training program will focus on applications of quality systems, models and methodologies including excellence awards, ISO systems and breakthrough improvement methodologies such as 'Lean' and 'Six Sigma'.

## Target Audience

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- 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

## Learning Objectives

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- Gain a comprehensive understanding of the history of quality and the concept of Total Quality Management.
- Identify the critical success factors and elements of TQM deployment.

- Know the importance of quality models and identify various quality concepts and frameworks used by quality professionals.
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Recognize and use benchmarking tools and techniques to boost quality initiatives
- Apply widely used improvement methodologies

## Course Outline

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### • 01 DAY ONE

#### 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

### • 02 DAY TWO

#### 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 through idea generating systems

- Employee reward and recognition

## • 03 DAY THREE

### **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

## • 04 DAY FOUR

### **Improvement tools and methodologies (Continuation)**

- Force field analysis
- Affinity diagrams
- Process mapping: 'the turtle'
- Poka yoke
- Lean thinking
- The seven types of waste in organizations
- Visual management and the 5S program
- Six sigma

## • 05 DAY FIVE

### **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

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 25, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 18, 2025	Aug. 22, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 29, 2025	Jan. 2, 2026	5 days	4250.00 \$	UAE - Abu Dhabi