



UNIVERSITI KUALA LUMPUR
MALAYSIAN SPANISH INSTITUTE

(The contents and other related details in this form is used for publication purpose only. Training module will be given to participants upon registration)

Course Title: TQM AWARENESS		Course Code : QA 108
<u>Course Background/Summary :</u> Total Quality Management (TQM) is fundamental and a proven systematic approach to ensure continuous and sustainable success of any organization. The aim of TQM is to ensure that each activity in the organization contributes to achieve the key objectives of the business. This course attempts to give awareness and will focus on a discussion of current topics on the principles, implementation and critical success factors of deploying TQM in organizations. Also discussed will be some of the techniques and tools used in implementing TQM. These topics will be viewed from a managerial and practical perspective.		
<u>Course Objectives:</u> <ul style="list-style-type: none">• Aware and enhance the understanding of the concept and benefits of TQM;• Appraise the roles of various tools and techniques available in pursuing TQM journey; and• Determine the foundation needed before drawing-up action plan for TQM.		
<u>Target Audience:</u> This course is designed for all levels of management and employees who are involved in ensuring continuous quality improvement in an organization.		
Course Duration :	2 days	
Course Contents :		
No	TOPICS	
1	Introduction to TQM	
2	Concept of TQM	
3	Awareness, Benefits and Obstacles	
4	Leadership	
5	Customer Satisfaction	

UniKL MSI can also customize existing short courses and develop new courses to meet your personal training needs and requirements. The course duration serves as a guideline for your reference.

Please forward enquiries to Centre for Advancement & Continuing Education (ACE), University Kuala Lumpur (Malaysian Spanish Institute), Kulim Hi-Tech Park, 09000 Kulim, Kedah or via fax to:04-4032539 or email to syazrah@unikl.edu.my or call 04-4035199 / 200 (ext:112 / 185)



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6	Employee Involvement
7	Supplier Partnership
8	Performance Measures
9	Continuous Improvement
10	Introduction to TQM Tools and Techniques
11	Exercises
COURSE STRUCTURE:	
Practical :	10%
Theory / Lab Works :	90%

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