Course Title: TQM Awareness | Course Code: QA 108

Course Background / Summary:

Total Quality Management (TQM) is fundamental and a proven systematic approach to ensure an organization's continuous and sustainable success. TQM aims to ensure that each activity in the organization contributes to achieving the business's key objectives. This course attempts to give awareness and focus on a current discussion of 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.

Course Objectives:

- Aware and enhance the understanding of the concept and benefits of TQM.
- Appraise the roles of various tools and techniques available in pursuing the TQM journey; and
- Determine the foundation needed before drawing up an action plan for TQM.

Target Audience:

- This course is designed for all levels of management and employees involved in ensuring continuous quality improvement in an organization.

Course Duration: 2 Days

Course Contents

1.0 Introduction to TQM	7.0 Supplier Partnership
2.0 Concept of TQM	8.0 Performance Measures
3.0 Awareness, Benefits, and Obstacles	9.0 Continuous Improvement
4.0 Leadership	10.0 Introduction to TQM Tools and Techniques
5.0 Customer Satisfaction	11.0 Exercises
6.0 Employee Involvement	

QUALITY ASSURANCE