



Consulting and Training | Reach New Heights

**Course Name**

# Total Quality Management (TQM)

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**Sector Name**

Quality Management & Operational Excellence

**Document Type**

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## Total Quality Management (TQM)

### Course Introduction

The Total Quality Management Training course provides professionals with the knowledge and practical tools required to implement effective quality management systems and drive continuous improvement across organizations. Total Quality Management (TQM) is a widely recognized management approach focused on improving processes, products, and services through organization-wide commitment to quality.

This course explores the key principles of Total Quality Management, including customer focus, process improvement, quality control methods, and employee involvement in quality initiatives. Participants will learn how to apply TQM tools and techniques to improve operational performance and maintain consistent product and service quality.

By mastering Total Quality Management training, professionals can strengthen quality management practices, improve efficiency, and support sustainable business growth. This course is ideal for quality managers, operations managers, production supervisors, and professionals involved in process improvement and organizational performance management

## Total Quality Management (TQM)

### 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

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## Total Quality Management (TQM)

### 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 the 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

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## Total Quality Management (TQM)

### 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

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## Total Quality Management (TQM)

### Course Outline

#### ✓ 02 DAY TWO

##### Techniques Used In Total Quality Management

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

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## Total Quality Management (TQM)

### Course Outline

#### ✓ 03 DAY THREE

##### Implementing Total Quality Management

- ✓ Principles into Leadership
- ✓ Commitment and involvement
- ✓ Organizational culture

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## Total Quality Management (TQM)

### Course Outline

#### ✓ 04 DAY FOUR

##### **Benefits Of Total Quality Management**

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

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## Total Quality Management (TQM)

### Course Outline

#### ✓ 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

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## Total Quality Management (TQM)

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 20, 2026	April 24, 2026	5 days	4250.00 \$	UAE , Dubai
April 27, 2026	May 1, 2026	5 days	2150.00 \$	Virtual , Online
Aug. 3, 2026	Aug. 7, 2026	5 days	4950.00 \$	England , London
Oct. 26, 2026	Oct. 30, 2026	5 days	4250.00 \$	UAE , Dubai
Jan. 10, 2027	Jan. 14, 2027	5 days	4250.00 \$	KSA , Riyadh

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