informatech



QUALITY AND PRODUCTIVITY | COURSE

Total Quality Management (TQM): Tool Box for Continual Improvement

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Course content

Why Attend

The course will provide participants with comprehensive knowledge of the history and evolution of the concept of quality and the history of quality gurus and tools. Through various workshops and role plays, the course 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.' This highly interactive course will help participants apply the powerful quality tools in leading organizations. Participants will leave with best practices for selecting, designing, or using quality organizational structures and tools.

The course relies on workshops, role plays, and group debriefs to help participants understand various quality concepts and applications. Additionally, it offers hands-on experience with top-notch tools and applications, and numerous videos on quality tools and systems support it. Team discussions and presentations are also used throughout the course to foster participants' understanding of quality concepts.

By the end of the course, participants will be able to:

• Explain the importance of quality models and various quality concepts and frameworks used by quality gurus

• Discover Total Quality Management (TQM) enablers to achieve operational excellence

• Practice TQM improvement tools to enhance customer satisfaction and improve processes within their organization

• Apply widely used improvement methodologies

• Utilize various types of benchmarking tools and techniques to boost quality initiatives

Individuals, managers, supervisors, and all those who are engaged in quality models, awards, ISO and TQM implementation, and improving organizational performance.

• Problem solving

• Applying quality tools

• Selecting quality models and systems

• Using Lean and Six Sigma applications



Course content

Why Attend

- Change management
- Understanding ISO systems
- Applying benchmarking

Course outline

Introduction to Total Quality Management (TQM) Concepts

- Definitions and history of quality
- Quality assurance and quality control
- What is Total Quality Management (TQM)?
- Quality standards
- Cost of Poor Quality (COPQ)
- Quality management principles
- Quality gurus comparison (Deming, Crosby, Juran, etc.)
- Worldwide excellence awards
- Quality maturity ladder

TQM Enablers to Achieve Operational Excellence

- Relationship between ISO 9001 and TQM
- TQM success factors
- Continual improvement
- Employee empowerment
- Participative management techniques
- Competitive benchmarking



Course content

Course outline

• Team approach

• Knowledge of tools

• Clear methodologies

• TQM critical success and failure factors

Continual Improvement Tools and Practices

• The seven quality control tools

• Check sheet, histogram, control charts, Pareto chart, cause-and-effect diagram, scatter diagram, and flow charts

• Brainstorming

• Tree diagrams: How-how and why-why diagrams

• Process and process management

• Value-added, waste, and LEAN thinking

• Visual management and 5s program

• Poka Yoke

Continual Improvement Methodologies

• Continual improvement and Kaizen

• Plan-Do-Check-Act (PDCA) methodology

• Toyota A3 model and report

• The Eight-Step methodology

• Six-Sigma methodology

• Innovation and Quality 4.0

• Assessing your organization's readiness



Course content

Course outline

Benchmarking as a Tool to Improve Quality and Business Processes

- What is benchmarking?
- Why benchmark?
- Benchmarking methodology
- The two themes of benchmarking
- Levels of benchmarking
- Types of benchmarking



Seminar dates

Available seminar dates

Live dates and pricing for Total Quality Management (TQM): Tool Box for Continual Improvement generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Paris - France	Classroom	**€3,600.-**
7 - 11 December 2026	Frankfurt - Germany	Classroom	**€2,600.-**
11 - 15 January 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
8 - 12 February 2027	Geneva - Switzerland	Classroom	**€4,200.-**
8 - 12 March 2027	Istanbul - Turkey	Classroom	**€2,280.-**
12 - 16 April 2027	Cape Town - South Africa	Classroom	**€3,400.-**
10 - 14 May 2027	Barcelona - Spain	Classroom	**€3,080.-**
14 - 18 June 2027	Paris - France	Classroom	**€3,600.-**
12 - 16 July 2027	Frankfurt - Germany	Classroom	**€2,600.-**
9 - 13 August 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
13 - 17 September 2027	Geneva - Switzerland	Classroom	**€4,200.-**
11 - 15 October 2027	Istanbul - Turkey	Classroom	**€2,280.-**
8 - 12 November 2027	Vienna - Austria	Classroom	**€3,400.-**
13 - 17 December 2027	Barcelona - Spain	Classroom	**€3,080.-**

Live online option	Online delivery is available at €1,850.-.