

# Total Quality Management (TQM) Concepts, Tools & Models

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# Total Quality Management (TQM)

## Concepts, Tools & Models



### Overview

TQM is a management and quality philosophy that aims to integrate all organisational functions, focusing on meeting customer needs and organisational objectives. It has been one of the most influential methods for managing business processes over the past 30 years. It has been incorporated as a vital component in the management systems of some of the world's most successful enterprises. This course aims to equip participants to understand TQM so that they can make Quality and Continuous Business Improvement work to best effect in their organisation.

### Course Objectives

At the end of this course, the participants will be able to:

- Understand various quality concepts.
- Realise the importance of quality models.
- Understand TQM philosophy.
- List the quantitative and qualitative TQM tools and techniques
- Apply TQM improvement tools to enhance quality and improve processes within their organisations.
- Gain an understanding of other widely used improvement methodologies.

### Course Content

1. TQM: Introduction, basic approach, history & benefits
2. Continuous Process Improvement
3. American, European & Japanese Quality Models



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### Course Content

4. TQM Gurus: Deming 14 Points (principles); Juran Trilogy; Crosby Zero Defects
5. Quality planning, assurance & control
6. Plan-Do-Check-Act Model (PDCA)
7. TQM-Tools, Techniques & Improvement Cycle
8. Statistical Process Control (SPC)
  - Pareto Diagram
  - Cause-Effect Diagram
  - Check Sheets
  - Process Flow Diagram
  - Scatter Diagram
  - Histogram
  - Control Charts
9. House of Quality and Quality Function Deployment (QFD)
10. ISO9001:2015, AS9100, HACCP, ISO/TS16949, OHSAS18001
11. Six Sigma Perceptions
  - Six Sigma Definition, Focus & Benefits
  - Six Sigma Comparison with Quality Systems
  - Lean Six Sigma
12. Contingency and Risk Planning
  - Failure Mode and Effects Analysis (FMEA)
  - Cost of non-quality (CNQ)



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## Targeted Audience

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

## Course Methodology

Facilitated by an experienced professional trainer, this training course will be conducted as a highly interactive workshop session. A variety of training methodologies and facilitation techniques will be employed before and during the course, as applicable. These methods are aimed at enhancing individual and group interaction while maximising learning. Some of these methods are:

- Online Pre-post Test
- Colourful Visual Aids
- Gamification
- Self-Assessment Instruments
- Simulations
- Case Studies
- Videos
- Group Exercises & Discussions
- Role plays
- Indoor & Outdoor games

