

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

## Why Attend

- The course will provide participants with comprehensive knowledge on the history and evolution of the concept of quality, as well as on 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 used in leading organizations. Participants will leave with best practices on how to select, design or apply quality structures and tools in their organizations.

## Course Methodology

- The course relies on the use of workshops, role plays and group debriefs aimed at helping participants understand various quality concepts and applications. The course also features hands-on experience on quality tools applications and is supported by various videos on quality tools and systems. Team discussions and presentations are also used throughout the course to foster participants' understanding of quality concepts.

## Course Objectives

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

- Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus
- Discover the success elements of Total Quality Management (TQM) deployment
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Apply widely used improvement methodologies
- Describe various types of benchmarking tools and techniques to boost quality initiatives

## Target Audience

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

## Target Competencies

- Problem solving
- Applying quality tools
- Selecting quality models and systems
- Using Lean and Six Sigma applications
- Change management
- Understanding ISO systems
- Applying benchmarking

### Introduction to Total Quality Management (TQM) Concepts

- Definition of Quality and Quality Models
- History of Quality
- What is TQM?
- Relationship Between ISO 9001 and TQM
- Benefits of Implementing a Quality Model
- The Cost of Poor Quality
- The Gurus Comparison (Deming, Crosby, Juran, etc.)
- National Quality Awards:
- Malcolm Baldrige National Quality Award
- King Abdulaziz Quality Award
- EFQM, Dubai Quality Award and HH Sheikh Khalifa Excellence Award
- Selecting the Right Model for your Organization
- The Quality Maturity Ladder

### The Success Elements of TQM

- Customer-Driven Quality
- Management by Facts and Data
- Enhanced Employee Participation and Decision-Making through Idea Generating Systems
- Employee Reward and Recognition
- Critical Success Factors and Common Failure Factors in TQM

### Continual Improvement Tools and Practices

- What Is a Quality Tool?
- The Seven Quality Control Tools
- Cause-and-Effect Diagram, Check Sheet, Control Charts, Histogram, Pareto Chart, Scatter Diagram, Stratification
- Brainstorming

- Tree Diagrams: How-How and Why-Why Diagrams
- Force Field Analysis
- Affinity Diagrams
- Process Thinking
- Eliminating the Non-Value Added
- Process Mapping: “The Turtle”
- Lean Thinking
- Visual Management and 5S Program
- Poka Yoke

### Continual Improvement Methodologies

- Continual Improvement and Kaizen
- Plan-Do-Check-Act (PDCA) and the A3 Model
- Six Sigma
- The Need for Innovation and Quality 4.0
- The Eight Step Methodology

### Benchmarking as a Tool to Improve Quality and Business Processes

- What Is Benchmarking?
- Why Benchmark?
- Types of Benchmarking
- Levels of Benchmarking