

## Advanced Strategies in Total Quality Management

*Amsterdam (Netherlands)*

*23 September - 4 October 2024*

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## Advanced Strategies in Total Quality Management

Code: LM28 From: 23 September - 4 October 2024 City: Amsterdam (Netherlands) Fees: 7500 Pound

### Introduction

The Advanced Strategies in Total Quality Management course is a comprehensive program designed to provide participants with advanced knowledge and practical skills in the field of Total Quality Management TQM. This course is specifically tailored for professionals who already possess a solid understanding of TQM principles and wish to delve deeper into the advanced strategies and techniques used to drive organizational excellence and continuous improvement. Through a combination of theoretical discussions, case studies, and interactive exercises, participants will enhance their expertise in implementing and managing TQM initiatives within their organizations.

### Objectives

- Gain a deep understanding of advanced concepts and principles in Total Quality Management.
- Develop the skills necessary to design and implement advanced TQM strategies and techniques.
- Acquire knowledge of best practices for measuring and monitoring quality performance.
- Understand how to effectively manage and lead TQM initiatives within an organization.
- Learn advanced tools and methodologies for problem-solving and process improvement.
- Explore the role of innovation and technology in advancing TQM practices.
- Enhance the ability to drive cultural change and create a quality-focused organization.

### Course Outline

#### Day 1

##### Advanced Concepts in Total Quality Management

- Review of fundamental principles and philosophies of Total Quality Management.
- Advanced quality planning and strategic decision-making.
- Statistical process control and advanced quality tools.
- Quality cost analysis and performance measurement.

#### Day 2

##### Designing and Implementing Advanced TQM Strategies

- Developing a comprehensive TQM framework and strategy.
- Advanced techniques for process improvement and waste reduction.
- Building a culture of continuous improvement and employee engagement.
- Managing change and overcoming resistance in TQM implementation.

#### Day 3

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it. The text 'UK Training PARTNER' is overlaid on the board.

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## Measuring and Monitoring Quality Performance

- Advanced quality metrics and performance indicators.
- Designing and implementing effective quality measurement systems.
- Statistical analysis for quality improvement.
- Benchmarking and best practices in quality performance management.

## Day 4

### Problem-Solving and Process Improvement

- Advanced problem-solving methodologies e.g., Six Sigma, Lean.
- Root cause analysis and failure mode and effects analysis FMEA.
- Advanced process mapping and value stream analysis.
- Design of experiments DOE for process optimization.

## Day 5

### Innovation and Technology in TQM

- Integrating innovation and creativity into TQM practices.
- Quality management in the era of digital transformation.
- Leveraging technology for quality control and assurance.
- Managing quality risks in a technologically evolving environment.

## Day 6

### Leading and Managing TQM Initiatives

- Leadership principles for driving TQM success.
- Building and leading effective quality teams.
- Change management and communication strategies.
- Ethical considerations and social responsibility in TQM.

## Day 7

### Creating a Quality-Focused Organization

- Developing a total quality culture.
- Employee empowerment and involvement in TQM.
- Customer focus and managing customer expectations.
- Continuous improvement and sustaining TQM excellence.

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International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



[training@blackbird-training.com](mailto:training@blackbird-training.com)



[www.blackbird-training.com](http://www.blackbird-training.com)

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