BLACKBIRD FOR TRAINING

The comprehensive course in Strategies in Total Quality Management

2 – 13 August 2027
Kigali (Rwanda)



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Ref: 3254169_150378 **Date:** 2 – 13 August 2027 **Location:** Kigali (Rwanda) **Fees:** 7600 GBP

Introduction

The Advanced Strategies in Total Quality Management TQM course is designed to provide participants with advanced knowledge and practical skills in Total Quality Management. This course is tailored for professionals who have a strong foundation in the basic principles of TQM and wish to deepen their expertise in implementing and managing TQM initiatives. Through theoretical discussions, case studies, and interactive exercises, participants will enhance their ability to drive TQM practices in their organizations. The course aims to offer a comprehensive understanding of the importance of Total Quality Management and how it can be effectively applied to achieve sustainable improvements in organizational performance.

Course Objectives

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

- Understand Advanced Concepts in Total Quality Management: Expand your knowledge of the basic principles of Total Quality Management and how they evolve into advanced strategies.
- Design and Implement Advanced TQM Strategies: Learn how to design and implement TQM strategies that help solve complex problems and improve organizational processes.
- Measure and Monitor Quality Performance: Gain knowledge on Total Quality Management analysis and how to use quality metrics to measure and enhance performance.
- Integrate Innovation and Technology in TQM: Understand the role of innovation and technology in improving TQM practices and adapting to emerging trends in quality management.
- Utilize Advanced Problem-Solving Tools: Apply methods of Total Quality Management such as Six Sigma and Root Cause Analysis to enhance process efficiency.
- Lead TQM Initiatives: Learn leadership techniques for managing and driving Total Quality Management initiatives within your organization.

Course Outlines

Day 1: Advanced Concepts in Total Quality Management Course

- Reviewing the Basics of TQM and its evolution into advanced concepts.
- Strategic quality planning and decision-making processes.
- Statistical Process Control SPC and advanced quality tools.
- Quality cost analysis and performance measurement.



Day 2: Designing and Implementing Advanced TQM Strategies

- Developing a comprehensive TQM framework.
- Techniques for process improvement and waste reduction.
- Building a culture of continuous improvement and employee engagement.
- Managing organizational change and overcoming resistance during TQM implementation.

Day 3: Measuring and Monitoring Quality Performance

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

Day 4: Problem-Solving and Process Improvement

- Advanced problem-solving methodologies, such as Six Sigma, Lean, and Failure Mode and Effects Analysis FMEA.
- Root Cause Analysis RCA and Process Mapping.
- Design of Experiments DOE for process optimization.

Day 5: Innovation and Technology in TQM

- Integrating innovation and creativity in TQM practices.
- Quality management in the digital era: Embracing technology for quality control and assurance.
- Managing quality risks in an evolving technological environment.

Day 6: Leading and Managing TQM Initiatives

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

Day 7: Creating a Quality-Focused Organization

- Developing a total quality culture within the organization.
- Employee empowerment and engagement in the TQM process.
- Customer focus and managing customer expectations.
- Sustaining TQM excellence through continuous improvement.



Day 8: Integrating TQM with Other Management Systems

- Overview of different management systems ISO, Six Sigma, Lean.
- How to integrate TQM with other management frameworks.
- Tools and techniques for successful integration.
- Case studies on successful integration practices.

Day 9: TQM Audits and Assessments

- Understanding the importance of TQM audits.
- Designing and conducting TQM assessments.
- Tools for evaluating TQM effectiveness.
- Developing action plans based on audit findings.

Day 10: Future Trends in TQM

- Emerging trends and innovations in Total Quality Management.
- The impact of AI and machine learning on TQM practices.
- Strategies for staying ahead in the evolving field of quality management.
- Final project presentations: Applying advanced TQM strategies to real-world scenarios.

Why Attend this Course: Wins & Losses!

- Master the fundamentals and advanced concepts of the Total Quality Management Course.
- Learn how to design and implement advanced TQM strategies that will improve organizational performance.
- Gain skills in measuring and monitoring quality performance using effective quality metrics.
- Develop leadership skills to manage and drive TQM initiatives in your organization.
- Stay ahead by integrating innovation and technology into your TQM practices, ensuring your organization remains competitive.

Conclusion

The Total Quality Management Course is a powerful tool for improving organizational performance, and this course is designed to deepen your knowledge of TQM principles and best practices. Through this program, you will be equipped to apply advanced TQM strategies to your workplace, contributing to the advantages of Total Quality Management and fostering sustainable improvements.

Join us now to acquire the skills and knowledge necessary to become a leader in Total Quality Management and embark on your journey toward excellence today!

