

## Advanced Strategies in Total Quality Management

*Kigali (Rwanda)*

*5 - 16 August 2024*

UK Training

**PARTNER**

## Advanced Strategies in Total Quality Management

Code: LM28 From: 5 - 16 August 2024 City: Kigali (Rwanda) Fees: 6600 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 king is gold, while the other pieces are silver. The board is white and black squares, with a white glow effect behind the pieces.

UK Training  
**PARTNER**

## 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.

## Blackbird Training Cities

### Europe



Zurich (Switzerland )



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland )



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)  
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)

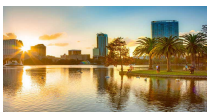


Milan (Italy)

### USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



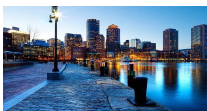
Washington (USA)



Miami(USA)



New York (USA)



Toronto (Canada)



## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia )



Bangkok (Thailand)



Beijing (China)



Moscow (Russia )  
(Malaysia)



Singapore (Singapore )



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

### Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



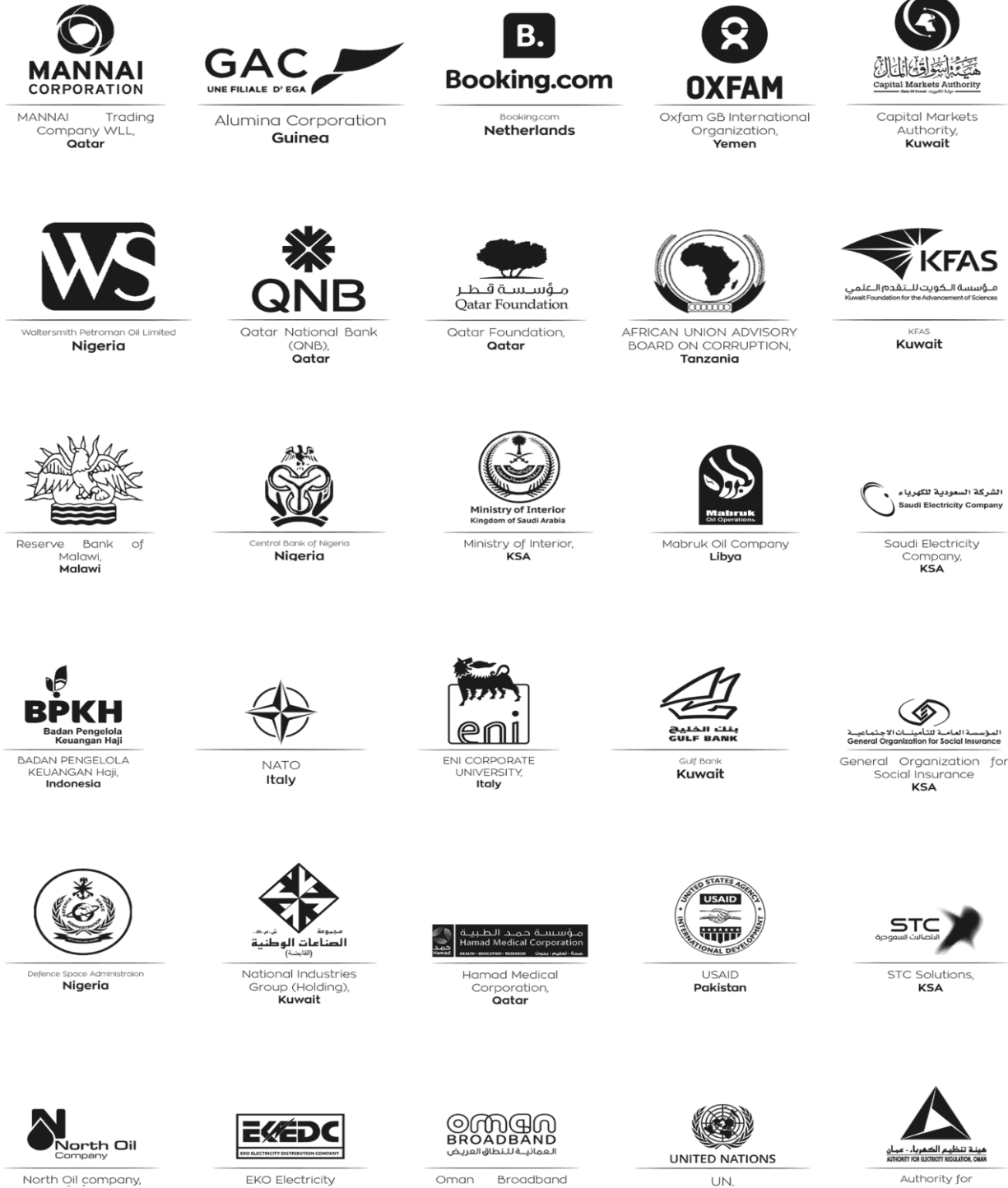
Casablanca (Morocco)



Tunis (Tunisia)

UK Training  
**PARTNER**

## Blackbird Training Clients



UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

- Professional Skills
- Finance, Accounting, Budgeting
- Media & Public Relations
- Project Management
- Human Resources
- Audit & Quality Assurance
- Marketing, Sales, Customer Service
- Secretary & Admin
- Supply Chain & Logistics
- Management & Leadership
- Agile and Refinement

### Technical Courses

- Hospital Management
- Public Sector
- Special Workshops
- Oil & Gas Engineering
- Telecom Engineering
- IT & IT Engineering
- Health & Safety
- Law and Contract Management
- Customs & Safety
- Aviation
- C-Suite Training



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)

UK Training

**PARTNER**

