BLACKBIRD FOR TRAINING

The comprehensive course in Strategies in Total Quality Management

Cape Town (South Africa)

24 February - 7 March 2025

UK Traininig

PARTNER

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The comprehensive course in Strategies in Total Quality Management

Code: LM28 From: 24 February - 7 March 2025 City: Cape Town (South Africa) Fees: 5600 Pound

Introduction

The Advanced Strategies in Total Quality Management TQM course is designed to equip participants with advanced knowledge and practical skills in Total Quality Management. This course is tailored for professionals who have a solid foundation in the basic principles of TQM. Through theoretical discussions, case studies, and interactive exercises, participants will enhance their expertise in implementing and managing TQM initiatives. The course aims to provide a deep understanding of the importance of Total Quality Management.

Course Objectives

- Gain a deep understanding of advanced concepts and principles in Total Quality Management, enriching your knowledge of the basics of Total Quality Management.
- Develop skills necessary to design and implement advanced TQM strategies and techniques, enabling effective problem-solving in organizational settings.
- Acquire knowledge of best practices for measuring and monitoring quality performance, thus enhancing the goal of Total Quality Management.
- Understand how to effectively manage and lead TQM initiatives within an organization, focusing on the benefits of Total Quality Management.
- Learn advanced tools and methodologies for problem-solving and process improvement, integrating various methods of Total Quality Management.
- Explore the role of innovation and technology in advancing TQM practices, adapting to future trends in Total Quality Management.
- Enhance the ability to drive cultural change and create a quality-focused organization.

Course Outlines

Day 1: Advanced Concepts in Total Quality Management

- Review of the 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.

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Day 3: 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 Total Quality Management.

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.

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.

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Day 10: Future Trends in TQM

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

Conclusion

Total Quality Management represents a powerful tool for improving organizational performance, and this course aims to expand participants' knowledge of TQM concepts and best practices. Through this program, you will be equipped to apply advanced Total Quality Management strategies in your workplace, contributing to the advantages of Total Quality Management and creating sustainable value.

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

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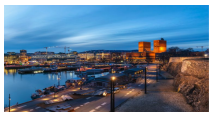
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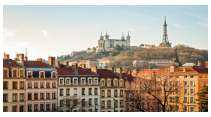
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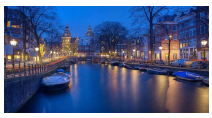
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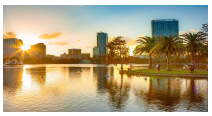
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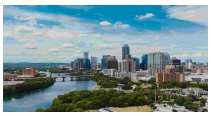
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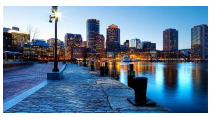
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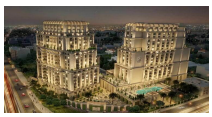
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