

Advanced Strategies in Total Quality Management

Cape Town (South Africa)

24 February - 7 March 2025

UK Training

PARTNER

Advanced Strategies in Total Quality Management

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

 www.blackbird-training.com

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