TQM Smart Tools for Continuous Improvement

18 – 22 October 2027
Rome (Italy)



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Ref: 3310_291946 **Date:** 18 – 22 October 2027 **Location:** Rome (Italy) **Fees:** 5200 GBP

Introduction

This course aims to provide participants with comprehensive knowledge about the evolution of the concept of quality, as well as the history of quality gurus and tools. Through interactive workshops and role-playing, participants will focus on the practical applications of quality systems, models, and methodologies, including excellence awards, ISO systems, and breakthrough improvement methodologies such as "Lean" and "Six Sigma." This engaging course will equip participants with the skills to apply powerful quality tools used in leading organizations. By the end of the course, participants will be able to select, design, or implement quality structures and tools within their own organizations.

Course Objectives

- Explain the importance of quality models and identify various quality frameworks and concepts introduced by quality gurus like Deming, Crosby, and Juran.
- Discover the success elements of deploying Total Quality Management TQM within organizations.
- Use TQM improvement tools to enhance customer satisfaction and improve internal processes.
- Identify benchmarking tools and techniques to drive quality initiatives.
- Apply widely used improvement methodologies such as Lean and Six Sigma to create continuous improvement.

Course Outlines

Day 1: Introduction to Total Quality Management TQM

- Defining TQM and its significance in organizations.
- Key critical success factors in TQM implementation.
- The relationship between ISO 9000 and TQM, and how to integrate them.
- Benefits of implementing a quality model and its impact on productivity.
- The cost of poor quality and its effects on organizational performance.
- Comparing the quality gurus Deming, Crosby, Juran, etc. and their contributions to the field.
- Choosing the right quality model for your organization.
- The quality maturity ladder and how to assess organizational performance.



Day 2: The Success Elements of TQM

- Customer-driven quality and how TQM can ensure it.
- The Plan-Do-Check-Act PDCA model and its role in continuous improvement.
- The eight-step problem-solving methodology.
- Process thinking and eliminating non-value-added activities.
- Management by facts and data-driven decision-making.
- Continual improvement through Kaizen and enhanced employee participation.
- Employee recognition and reward systems to boost engagement and quality.

Day 3: Improvement Tools and Methodologies

- What is a quality tool? Overview of quality tools in TQM.
- The seven quality control tools: Cause and effect diagrams, check sheets, control charts, histograms, Pareto charts, scatter diagrams, and stratification.
- Brainstorming techniques for effective problem solving.
- Tree diagrams: How-How and Why-Why diagrams for root cause analysis.
- Process mapping using the "Turtle" method for quality improvement.
- Poka-yoke as a tool for preventing errors.
- Lean thinking and how to eliminate waste.
- The seven types of waste in organizations and strategies to reduce them.
- Introduction to Six Sigma and its applications in process improvement.

Day 4: Benchmarking as a Tool to Improve Quality and Business Processes

- Definition and benefits of benchmarking in improving quality.
- Why benchmark? Understanding the rationale behind benchmarking.
- Levels of benchmarking and different approaches.
- Pros and cons of different benchmarking methods.

Day 5: Elements of a Continuous Improvement Process

- Eight steps to achieving continuous improvement.
- Key success factors in TQM.
- Common failure factors in TQM and how to avoid them.
- Case studies of TQM success and failure, followed by open discussions and a Q&A session.

Why Attend this Course? Wins & Losses!

Attending this course will provide you with the tools to:



- Deepen your understanding of TQM principles and learn how to apply them for effective quality management.
- Master the best practices in TQM to drive organizational success and improve customer satisfaction.
- Utilize powerful tools like Six Sigma, Lean, and Benchmarking to create a culture of continuous improvement and quality.
- Learn how to implement TQM strategies to achieve operational excellence and drive results.
- Enhance your ability to apply continuous improvement tools to optimize your organization's processes and workflows.

Conclusion

By completing this course, you will have acquired valuable TQM smart tools and techniques to drive quality improvement in your organization. Whether applying Six Sigma for precision or Lean for waste reduction, you'll be equipped with the best practices for continuous improvement. You'll gain the knowledge to evaluate and implement the principles of Total Quality Management to ensure organizational success. Take these strategies back to your workplace and start applying them for long-term improvements in quality and performance.

