



# Mastering Total Quality Management: A Comprehensive Training Program

01 - 05 Jun 2026  
Nairobi



# Mastering Total Quality Management: A Comprehensive Training Program

**Ref.:** 36077\_6274 **Date:** 01 - 05 Jun 2026 **Location:** Nairobi **Fees:** 4500 **Euro**

## Total Quality Management TQM Training Course Overview:

Our Total Quality Management TQM Training Course is a comprehensive program designed to equip participants with the necessary skills to implement, monitor, and improve quality management systems. This course offers an in-depth exploration of total quality management programs, enabling participants to understand and apply TQM principles to their roles and organizations. Learners will gain proficiency in various quality management training topics, enriching their knowledge of effective management practices, improving business processes, and increasing customer satisfaction.

## Target Audience:

- Quality Managers
- Process Improvement Specialists
- Business Analysts
- Team Leaders
- Any individuals who are interested in understanding and implementing total quality management in their workplaces.

## Targeted Organizational Departments:

- Quality Assurance
- Production
- Operations
- Supply Chain

## Targeted Industries:

- Manufacturing
- Healthcare
- Services
- Technology
- Automotive

## Course Offerings:

Participants will be able to:

- Understand the principles of Total Quality Management.
- Implement a quality management system within their organization.
- Apply TQM tools and techniques to improve business processes.
- Understand the role of leadership in quality management.
- Drive customer satisfaction through quality management training.

## Training Methodology:

Our training methodology involves a variety of interactive methods to ensure a comprehensive understanding of TQM. This includes case studies, group work, interactive sessions, and feedback sessions. Our Total Quality Management Training Course encourages active participation and real-world application, making it a dynamic and engaging experience.

## Course Toolbox:

Participants will receive:

- A comprehensive course workbook
- Access to quality management software for practical application
- Suggested reading materials
- Online resources for further learning
- Checklists and templates for implementing TQM principles

## **Course Agenda:**

### **Day 1: Introduction to Total Quality Management and Quality Management Gurus**

- Topic 1: Understanding Total Quality Management TQM
- Topic 2: Principles of Total Quality Management
- Topic 3: Gurus of Quality Management
- Topic 4: Historical Evolution of Total Quality Management
- Reflection & Review: Review of the day's content and reflection on how TQM principles apply to individual roles.

### **Day 2: Leadership, Customer Satisfaction, and Retention**

- Topic 1: Leadership for TQM
- Topic 2: Role of Leaders in Fostering a TQM Culture
- Topic 3: Understanding Customer Needs and Satisfaction
- Topic 4: Strategies for Customer Retention and Loyalty
- Reflection & Review: Reflection on the importance of leadership and customer satisfaction in TQM.

### **Day 3: Employee Involvement and Process Improvement**

- Topic 1: The Importance of Employee Involvement in TQM
- Topic 2: Strategies for Enhancing Employee Participation
- Topic 3: Continuous Process Improvement in TQM
- Topic 4: Benchmarking as a Tool for Improvement
- Reflection & Review: Group discussion on strategies for enhancing employee involvement and continuous improvement.

### **Day 4: Quality Management Systems and Functional Deployment**

- Topic 1: Designing and Implementing a Quality Management System
- Topic 2: Role of Quality Management Systems in TQM
- Topic 3: Understanding Quality Function Deployment
- Topic 4: Utilizing Quality Function Deployment in Your Organization
- Reflection & Review: Review of how to design and implement quality management systems and functional deployment.



## **Day 5: Analysis, Maintenance, and Statistical Control**

- Topic 1: Introduction to Failure Mode and Effect Analysis
- Topic 2: Role of Total Productive Maintenance in TQM
- Topic 3: Basics of Statistical Process Control
- Topic 4: Applying Statistical Process Control in TQM
- Reflection & Review: Reflection on the various tools and techniques learned and how they can be applied in participants' own organizations.

## **How This Course is Different from Other TQM Training Courses:**

Our TQM Training Course stands out from other similar courses due to its hands-on approach to learning. We offer access to quality management software for practical application and provide various case studies to illustrate real-world examples of successful TQM implementation. Our course covers comprehensive quality management training topics, ensuring our participants are well-prepared to make impactful changes in their organizations.



## Training Course Categories



**Finance and  
Accounting Training  
Courses**



**Agile PM and Project  
Management Training  
Courses**



**Certified Courses By  
International Bodies**



**Communication and  
Public Relations  
Training Courses**



**Data Analytics Training  
and Data Science  
Courses**



**Environment &  
Sustainability Training  
Courses**



**Governance, Risk and  
Compliance Training  
Courses**



**Human Resources  
Training and  
Development Courses**



**IT Security Training & IT  
Training Courses**



**Leadership and  
Management Training  
Courses**



**Legal Training,  
Procurement and  
Contracting Courses**



**Maintenance Training  
and Engineering  
Training Courses**



# Training Course Categories



**Marketing, Customer Relations, and Sales Courses**



**Occupational Health, Safety and Security Training Courses**



**Oil & Gas Training and Other Technical Courses**



**Personal & Self-Development Training Courses**



**Quality and Operations Management Training Courses**



**Secretarial and Administration Training Courses**



## Training Cities



**Accra - Ghana**



**Amman - Jordan**



**Amsterdam - Netherlands**



**Baku - Azerbaijan**



**Bali - Indonesia**



**Bangkok - Thailand**



**Barcelona - Spain**



**Cairo - Egypt**



**Cape town - South Africa**



**Casablanca - Morocco**



**Chicago - USA**



**Doha - Qatar**



**Dubai - UAE**



**Geneva - Switzerland**



**Istanbul - Turkey**



**Jakarta - Indonesia**





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## Training Cities



**Johannesburg -  
South Africa**



**Kuala Lumpur -  
Malaysia**



**Langkawi -  
Malaysia**



**London - UK**



**Madrid - Spain**



**Manama - Bahrain**



**Milan - Italy**



**Munich - Germany**



**Nairobi - Kenya**



**Paris - France**



**Phuket - Thailand**



**Prague - Czech  
Republic**



**Rome - Italy**



**San Diego - USA**



**Sharm El-Sheikh -  
Egypt**



**Tbilisi - Georgia**



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## Training Cities



**Tokyo - Japan**



**Trabzon - Turkey**



**Vienna - Austria**



**Zanzibar - Tanzania**



**Zoom - Online  
Training**

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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