

Mastering Total Quality Management: A Comprehensive Training Program

22 – 26 February 2027
Kuala Lumpur

AGILE LEADERS
Training Center

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Ref: 36077_6224 **Date:** 22 – 26 February 2027 **Location:** Kuala Lumpur **Fees:** 5200 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

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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

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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.

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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 Total Quality Management 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.