



# **TQM Management Performance Improvement Training Course**

9 – 13 May 2027  
Accra

## TQM Management Performance Improvement Training Course

**Ref:** 380\_131131 **Date:** 9 – 13 May 2027 **Location:** Accra **Fees:** 4100 Euro

### Overview

TQM Management Performance Improvement Training Course is a five-day course for managers, quality professionals, and performance teams who leave with a TQM Management Performance Improvement Pack. The course connects customer focus, leadership commitment, employee involvement, process orientation, evidence-based decisions, and continual improvement with measurable management results. Participants use process maps, quality-cost analysis, indicators, problem-solving tools, benchmarking, policy deployment, and improvement governance. Agile Leaders Training Center delivers this course on TQM management performance improvement.

### Who Should Attend

- Management functions responsible for organizational priorities and performance results
- Quality functions responsible for management systems and continual improvement
- Operational excellence functions responsible for process performance and improvement portfolios
- Performance functions responsible for measures, analysis, and management reporting
- Department leadership functions responsible for service quality and cross-functional results

The course assumes participants already manage processes or performance measures and leaves out introductory leadership development and standalone quality-auditor preparation.

### Departments and Industries

The course supports management performance improvement across service, industrial, and public-interest environments.

- Quality, strategy, and organizational performance departments
- Operations, supply chain, and customer service functions
- Manufacturing, energy, and infrastructure organizations
- Healthcare, education, and professional service organizations
- Finance, technology, and shared-service operations

### Learning Objectives

By the end of this course, participants will be able to:



- Apply TQM principles to management performance priorities
- Build process maps and customer-focused measures
- Analyze quality costs and performance variation
- Use fact-based problem-solving and benchmarking methods
- Build policy deployment and improvement project controls
- Evaluate governance and sustainment arrangements

## **Course Agenda**

### **Day 1: TQM Principles and Management Direction**

- Seven Quality Management Principles Application Map
- Customer Requirements and Stakeholder Needs Matrix
- Leadership Commitment and Quality Policy Alignment Test
- Employee Involvement and Improvement Role Charter
- Management Performance Baseline Assessment

### **Day 2: Process Orientation and Performance Measures**

- SIPOC Process Boundary and Supplier-Customer Map
- Cross-Functional Process Mapping Method
- Critical-to-Quality Requirement Translation Tree
- Performance Indicator Definition Sheet
- Process Review and Evidence Dashboard

### **Day 3: Quality Costs and Fact-Based Improvement**

- Prevention-Appraisal-Failure Cost Classification Model
- Cost of Poor Quality Analysis Worksheet
- Pareto Analysis and Problem Prioritization Method
- Cause-and-Effect Diagram and Five Whys Method
- PDCA Improvement Experiment Record

### **Day 4: Benchmarking Policy Deployment and Governance**

- Performance Benchmarking Partner and Metric Protocol
- Policy Deployment Objective Cascade Matrix
- Improvement Project Selection and Benefits Scorecard
- Quality Improvement Governance and Decision Rights Map
- Control Plan and Sustainment Review Calendar



## **Day 5: TQM Management Performance Practice**

- Suggested Exercise: Customer Requirement and Process Alignment
- Suggested Exercise: Quality Cost and Root-Cause Diagnosis
- Suggested Exercise: Benchmark and Policy Deployment Decisions
- Suggested Exercise: Improvement Governance and Sustainment Review
- Capstone Exercise: TQM Management Performance Improvement Pack

## **Practical Exercises**

The course uses suggested activities to turn TQM concepts into management performance decisions.

- Suggested activity: map a customer service process and define critical-to-quality measures.
- Suggested activity: classify quality costs and diagnose recurring failures in a manufacturing process.
- Suggested activity: compare performance benchmarks and cascade a quality objective across departments.
- Suggested activity: govern an improvement portfolio and test its sustainment controls.

## **FAQs**

### **Who suits TQM management performance training, and what does it assume?**

TQM management performance training suits managers and improvement professionals who already own processes, measures, or quality responsibilities and need an applied system for improving organizational results.

### **How does TQM management performance training differ from general leadership training?**

TQM management performance training focuses on customer requirements, process evidence, quality costs, problem solving, policy deployment, improvement governance, and measurable results rather than general leadership behaviors.

### **How does TQM improve management performance?**

TQM improves management performance by aligning customer needs, process ownership, employee involvement, evidence-based decisions, and continual improvement with defined organizational measures.

### **What is the role of quality costs in TQM performance improvement?**

Quality costs reveal resources spent on prevention, appraisal, internal failure, and external failure, helping managers prioritize improvements and evaluate their operational effect.



## **How can TQM improvements be sustained?**

TQM improvements are sustained through assigned ownership, standard work, control measures, review routines, governance decisions, employee participation, and corrective action when performance drifts.

## **Conclusion**

Participants leave with a TQM Management Performance Improvement Pack containing customer, process, measure, quality-cost, problem-solving, benchmarking, policy deployment, governance, and sustainment artifacts. The pack changes disconnected improvement activity into a managed performance system. It provides a working basis for prioritizing projects, assigning decisions, reviewing evidence, and maintaining gains.