



# **TQM Audit and Continual Improvement Reporting Training Course**

4 – 8 July 2027  
Toronto

## TQM Audit and Continual Improvement Reporting Training Course

**Ref:** 392\_132029 **Date:** 4 – 8 July 2027 **Location:** Toronto **Fees:** 12000 Euro

### Overview

TQM Audit and Continual Improvement Reporting Training Course is a five-day advanced course for auditors and quality professionals who leave with a Quality Improvement Audit Report Pack. The course integrates quality management principles, process performance evidence, improvement-system controls, root-cause analysis, corrective-action verification, and stakeholder reporting. Participants assess whether improvement mechanisms produce controlled and measurable change. Agile Leaders Training Center delivers this course on TQM audit and continual improvement reporting.

### Who Should Attend

- Internal audit functions responsible for evaluating governance, controls, and improvement evidence
- Quality audit functions responsible for management-system conformity and performance
- Quality assurance functions responsible for process controls and corrective actions
- Continuous improvement functions responsible for benefits, measures, and sustained change
- Process excellence functions responsible for performance analysis and improvement governance

The course assumes participants already conduct or supervise audits and leaves out introductory audit procedures and generic TQM implementation.

### Departments and Industries

The course applies to quality, assurance, and improvement functions across service and operational environments.

- Internal audit, quality assurance, risk, and governance departments
- Operational excellence, process improvement, and performance departments
- Manufacturing, energy, logistics, and infrastructure organizations
- Financial services, technology, and professional services organizations
- Healthcare, education, and public-service institutions

### Learning Objectives

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



- Apply quality management principles to an audit scope
- Analyze process performance and continual improvement evidence
- Diagnose root causes behind recurring quality failures
- Evaluate corrective-action design and sustained effectiveness
- Build concise findings, conclusions, and improvement reports
- Prioritize actions through risk and stakeholder impact

## **Course Agenda**

### **Day 1: TQM Audit Scope and Criteria**

- Quality Management Principle-to-Audit Criteria Map
- Process Approach and Customer Value Chain Canvas
- Risk-Based Audit Objective and Scope Matrix
- Audit Criteria, Evidence, and Sampling Plan
- Quality Governance and Responsibility Map

### **Day 2: Process Performance and Improvement Evidence**

- Process Measure and Performance Indicator Tree
- Voice-of-Customer Evidence Review Grid
- Continual Improvement Portfolio Control Map
- Plan-Do-Check-Act Evidence Trace
- Improvement Benefit and Sustainability Test

### **Day 3: Root Causes and Corrective Actions**

- Nonconformity and Control-Failure Classification Matrix
- Five Whys Evidence Chain Method
- Cause-and-Effect Diagram Validation
- Corrective Action Design Adequacy Checklist
- Action Effectiveness and Recurrence Test

### **Day 4: Findings and Decision-Ready Reports**

- Condition-Criteria-Cause-Effect Finding Model
- Evidence Sufficiency and Reliability Review
- Risk-Based Finding Significance Matrix
- Recommendation and Management Action Alignment Grid
- Executive Audit Report Storyline and Visual Pack



## **Day 5: TQM Audit and Reporting Practice**

- Suggested Exercise: Quality Criteria and Scope Challenge
- Suggested Exercise: Improvement Evidence Diagnostic
- Suggested Exercise: Root-Cause and Action Effectiveness Review
- Suggested Exercise: Audit Finding and Executive Briefing
- Capstone Exercise: Quality Improvement Audit Report Pack

### **Practical Exercises**

The course uses suggested activities to turn quality and improvement evidence into defensible audit conclusions.

- Suggested activity: audit process measures and improvement benefits in a manufacturing case.
- Suggested activity: test corrective-action effectiveness after recurring service failures.
- Suggested activity: develop a structured finding from conflicting operational evidence.
- Suggested activity: brief leaders on prioritized actions and residual concerns.

### **FAQs**

#### **Who suits TQM audit and continual improvement reporting training, and what does it assume?**

TQM audit and continual improvement reporting training suits experienced internal auditors, quality auditors, assurance managers, improvement leads, and audit supervisors who already gather evidence and form professional judgments.

#### **How does TQM audit training differ from general quality management training?**

TQM audit training evaluates whether quality principles, controls, measures, and improvement practices operate effectively, while general quality management training focuses on designing or managing the quality system itself.

#### **What evidence supports a continual improvement audit conclusion?**

Continual improvement audit conclusions draw on controlled measures, trend data, customer evidence, root-cause records, approved actions, implementation evidence, benefit validation, and tests showing whether improvements remain effective.

#### **How should auditors report corrective-action effectiveness?**

Auditors should report the original cause, planned response, implementation evidence, outcome measures, recurrence tests, residual risk, ownership, and any gap between the intended and sustained result.



## **What makes a TQM audit report decision-ready?**

A decision-ready TQM audit report connects criteria, condition, cause, effect, significance, action, ownership, and evidence in concise language tailored to stakeholder decisions.

## **Conclusion**

Participants leave with a Quality Improvement Audit Report Pack containing scope criteria, evidence maps, performance tests, root-cause analysis, findings, action assessments, and an executive briefing. The pack changes fragmented quality records into traceable audit judgments. It supports decisions about corrective action, improvement priorities, ownership, and follow-up.