



TQM Management Performance Improvement Training Course

12 – 16 July 2027
Addis Ababa

TQM Management Performance Improvement Training Course

Ref: 380_223597 **Date:** 12 – 16 July 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

TQM Management Performance Improvement Training Course is a one-week 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.