



TQM Audit and Continual Improvement Reporting Training Course

13 – 17 September 2027
Addis Ababa

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Ref: 392_223609 **Date:** 13 – 17 September 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

TQM Audit and Continual Improvement Reporting Training Course is a one-week 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.