



Total Quality Management Course Outline



Program Overview

In many ways, Total Quality Management, or TQM is difficult to encapsulate because it was never clearly defined industry-wide. For some, it provided a framework for continuous improvement and an abundance of tools; for others, a philosophy of value to society; to others, more of the same experience of the post-war quality movement, repackaged under a different name.

This course presents the various TQM frameworks, concepts, and quality improvement tools necessary for implementing the quality culture that characterizes world-class organizations. It explore the key actions necessary for transforming business and not-for-profit organizations into world-class organizations that deliver ever-improving value to their customers, clients and constituents.

Duration

2- Day Program

Learning Objectives

At the end of this training, participants will be able to:

- Appreciate the concept of Total Quality Management (TQM) and gain capacity to communicate across interested parties its importance
- Adopt TQM as a fundamental business strategy through the application of methodologies, tools and techniques associated with TQM
- Implement a TQM-driven business strategy and gain knowledge on enabling cultural transformation within the organization adopting quality practices

Target Audience

- C-level executives
- Leaders across middle and first levels of management (e.g. facilities and operations managers, supply chain specialists)
- Internal Assessors/ Auditors
- Quality practitioners
- Risk practitioners
- Interested industry practitioners



Program Structure and Outline

This course takes its learning approach using audio, visual and tactile methods

- Business Excellence
 - Overview on Total Quality Management
 - Defining Quality (Products and Services)
 - Quality as a competitive tool
 - Organization-wide quality management
- TQM- the schools of thought
 - W. Edwards Deming
 - Joseph Juran
 - Philip Crosby
 - Kaoru Ishikawa and Others
- Leadership, Employee Involvement and quality culture
 - Creating Vision and Mission Statements
 - Establishing Organization Goals
 - Fostering Commitment from Top Management
 - Total Employee Participation
 - Building a Quality Culture
- Continuous Improvement Philosophies and approaches to quality
 - The PDCA cycle
 - Kaizen
 - ISO 9000 Family of Standards
 - Malcolm Baldrige National Quality Award
 - European Quality Award
 - Six Sigma
- Customer Satisfaction, Partnership and Performance Measurement
 - Focusing on customer needs
 - Measuring customer satisfaction
 - Setting Performance Goals
 - Establishing key measurement indicators
 - Partnership and suppliers
 - Balanced Scorecard
 - Managing information
- Tools for Continuous Improvement
 - Data Analysis Techniques
 - Management Planning Tools
 - Statistical process Control
 - Process Capability and Six Sigma



Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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