

Total Quality Management (TQM) *for Leaders Master Class*



“doing the right things right, first time and every time”

Level One: 3 days

Level Two: 3 days

(Can be Customized)



TQM Master Class Outline:

Level One and Two. Total Duration: 6 days

TQM for leaders **LEVEL ONE**





TQM for leaders - LEVEL ONE

DAY ONE: Overview and Evolution of TQM

1. Ice breaker activities
2. Appreciating the holistic approach of TQM and its relationship to business process and continuous improvement
3. Definitions of quality
4. The Cost of Quality (COQ)
5. The Quality Management System and strategies
6. Topic assessment

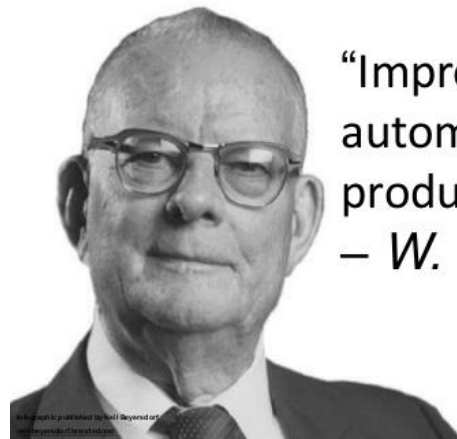




TQM for leaders - LEVEL ONE

DAY TWO: TQM principles and strategies

1. Identifying how TQM concepts can aid the achievement of your strategic goals
2. Defining the key business processes and identifying where improvements can be made
3. Increasing customer satisfaction by analyzing and redesigning your processes
4. Total Quality Management-implementation and culture change
5. Topic assessment & Case study



“Improve quality, you automatically improve productivity.”
– *W. Edwards Deming*



TQM for leaders - LEVEL ONE

DAY THREE: TQM tools

1. The Quality Movement gurus: Deming, Shewhart, Juran, Crosby, Ishikawa and Taguchi
2. Seven tools of quality control
3. 3 Days Topic assessments
4. Award level One Certificates





TQM Master Class Outline:

Level One and Two. Total Duration: 6 days

TQM for leaders **LEVEL TWO**





TQM for leaders - LEVEL TWO

DAY ONE: TQM tools and techniques

1. *TQM Overview from Level One*
2. Quality function deployment
3. Quality Circles
4. Kaizen
5. Topic assessment & Case study





TQM for leaders - LEVEL TWO

DAY TWO: Implementing TQM

1. Managing key processes and steps in process improvement
2. Measuring process improvements, and performance measures
3. Benchmarking for TQM
4. Quality Management System – ISO 9000 series
5. Global Quality and International Quality Awards – Baldrige, Deming Prize, others
6. Topic assessment & Case study





TQM for leaders - LEVEL TWO

DAY THREE: Building a sustainable TQM system

1. Leadership styles & theories conducive for longevity
2. Cross-functional, collaborative teamwork
3. Empowerment at the appropriate level
4. Supplier/Customer partnerships
5. Final Topic assessment & Award Ceremony



Empower your Team Today



Certification:

*All trainings are facilitated / Trained by Certified Trainers and Certificate issued are certified by **KHDA** (Knowledge and Human Development Authority in Dubai, UAE).*

*Certified Certificates are issued in collaboration with **Svarna Training Institute**, a Dubai-based institution recognized by the **KHDA**.*

This partnership ensures that our participants receive globally recognized credentials upon completion.



Empower your Team Today

Get started with us.

*Training offered to **Corporate only** for more than **10 delegates**.*

Trainer (s) Available for Face to Face in East Africa

(Tanzania, Rwanda, Kenya and Uganda)

and In the Gulf States.

(Saudi Arabia, UAE, Qatar, Bahrain, Kuwait and Oman.)



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