

Total Quality Management training - 1 day

In order to achieve the very highest standards of quality and customer satisfaction it is necessary to embed quality right across the organisation, in everything it does and with all staff. This is the underlying philosophy of Total Quality Management.

This Total Quality Management course provides a comprehensive look at Total Quality Management, what it is, how it can be used in all organisations and what the benefits are.

Total Quality Management Training Course Objectives:-

At the end of the Total Quality Management training course participants will be able to:

- Discuss the concept of Total Quality Management
- Apply the ideas of Total Quality Management to their organisation
- Identify useful quality improvement techniques
- Describe how Total Quality Management can be introduced into their place of work

Total Quality Management Training Course Content

Defining Total Quality Management:

- The concept of Total Quality Management
- The philosophy behind Total Quality Management
- Leading lights and their ideas

Principles of Total Quality Management:

- The core principles in achieving Total Quality Management
- Prevention not correction
- Customer focus

Techniques used in Total Quality Management:

- Process improvement
- Benchmarking
- Cause and effect
- Measurement
- Cost of quality

Implementing Total Quality Management:

- Principles into practice
- Leadership
- Commitment and involvement
- Organisational culture

Benefits of Total Quality Management:

- To the customer – improved quality
- To employees – increased satisfaction
- To the organisation – better performance