

Overview on TQM

Workshop Content

This 2 day workshop develops knowledge and skill for deploying Total Quality Management (TQM) systems to be used where organization wants a customer-focused system that involves all employees in continual improvement. Participants will learn how to uses strategy, data, and effective communications to integrate the quality discipline into the culture and activities of the organization.

Who Should Attend

All members of an organization participate in improving process, products, services and culture in which they work. Preferably top management of a Organization must try to participate in this workshop.

Workshop Materials

Each participant will receive a Training workshop materials.

Workshop Goals

Participants will learn the key points in implementing the TQM on Organization wide with a focus to quality improvement. Simply put, it is a management approach to long-term success through customer satisfaction.

Workshop Outline

- What is TQM
- Principals of TQM
- Business Excellence And Competitive Leadership
- Understanding 14 TQM Principal
- Overview on 5 excellence of TQM
- Profit Excellence