Introduction to Total Quality Management (TQM) Training

Many institutions today strive to improve their products and services, optimize resources, and align with contemporary developments. However, organizations often face significant challenges, such as low customer satisfaction levels. **Total Quality Management (TQM)** has emerged as a key solution for improving organizational practices and enhancing customer satisfaction. This approach not only addresses existing deficiencies but also aligns with the goals of improving service quality and achieving organizational objectives.

Target Groups

This TQM course is suitable for:

- **Managers** and **employees** in Quality Management roles.
- Workers in **quality sectors** and specialized offices.
- **Quality planning officials** and supervisors of production processes.
- **Team leaders**, **production engineers**, and **designers**.
- Service providers aiming to implement quality management practices.
- Anyone interested in understanding and applying **Total Quality Management** principles.

Course Objectives

By the end of this **TQM Total Quality Management** course, participants will be able to:

- Define the importance of **quality models** and understand the principles of **Total Quality Management**.
- Recognize the various concepts and goals of **Total Quality Management**.
- Analyze different **TQM philosophies** and principles.
- Implement TQM improvement tools and methods to improve **customer satisfaction** and optimize **organizational processes**.
- Discuss widely-used **improvement methodologies** and the advantages of **Total Quality Management**.

Targeted Competencies

Upon completing this training, participants will be able to:

- Solve complex **problems** using TQM principles.
- Apply a variety of **quality tools** and **Total Quality Management tools**.
- Select appropriate **quality models** and **quality systems**.
- Use **Lean** and **Six Sigma applications** for process improvement.
- Manage and implement **change management** practices.
- Understand **ISO systems** and apply them in a TQM context.
- Conduct **benchmarking** to compare organizational performance against industry standards.

Course Content

Unit 1: The Conceptual Framework of Quality

- **Historical development** of quality and **Total Quality Management (TQM)**.
- Defining **TQM** and its core principles.
- Analyzing the **methods** and key **principles of TQM**.
- Learning from **TQM pioneers** and their contributions to the field.
- Improving quality through the application of **TQM** principles.

Unit 2: The Requirements of Total Quality Management

- **Application requirements** for successful TQM implementation.
- Understanding the **stages** of TQM application.
- Exploring various **TQM tools** and methods.
- Identifying the **obstacles** that may hinder TQM implementation.

Unit 3: Quality Circles

- Understanding **international specifications**, such as **ISO 9000**, in the context of TQM.
- Exploring the **ISO 9000 family** and its relevance to TQM certification.
- Implementing **ISO 9000** and understanding its **application stages**.
- Learning the **benefits** of implementing ISO 9000 within the TQM framework.

Unit 4: Benefits and Advantages of Obtaining ISO Certification

- Exploring the relationship between **ISO** and **Total Quality**.
- Understanding the **dimensions of product quality** and **service quality**.
- Discovering the role of **ISO 9004** in Quality Assurance Management.
- Enhancing **after-sales services** and their significance in the **TQM framework**.

Unit 5: Developing a University Education Community in the Light of TQM

- Applying **TQM in education** and learning from practices in **America and Japan**.
- Defining the **importance of quality in education** and aligning it with TQM principles.

Conclusion

Upon completing this **TQM Total Quality Management** course, participants will be well-prepared to pursue certification in **TQM**. This certification demonstrates an individual’s ability to professionally apply **TQM principles** and tools within an organization, contributing to continuous improvement and quality management excellence. Participants will gain the necessary knowledge to enhance **customer satisfaction** and improve **organizational processes**, fostering a culture of **quality** within their institution.