



## Total Quality Management – Tool Box for Continual Improvement Training

### Description

#### Introduction

#### This program is designed for:

Individuals, managers, supervisors and all those who are engaged in TQM implementation and improving organizational performance.

#### Objectives

- Describe the importance of quality models.
- Identify various quality concepts.
- Compare various TQM philosophies.
- Apply TQM improvement tools to enhance customer satisfaction and improve processes within their organization.
- Discuss widely-used improvement methodologies.

#### Content

##### Introduction to Total Quality Management (TQM) Concepts

- Definition of Quality and Quality Models
- History of Quality
- What is TQM?
- The Relationship Between ISO 9000 and TQM
- Benefits of Implementing a Quality Model
- The Cost of Poor Quality
- The Gurus Comparison (Deming, Crosby, Juran, Etc.)
- National Quality Award:
  - The Malcolm Baldrige National Quality Award
  - EFQM, Dubai Quality Award and HH Sheikh Khalifa Excellence Award
- Selecting the Right Model for Your Organization

- The Quality Maturity Ladder

### **The Success Elements of TQM**

- Customer-Driven Quality
- Plan-Do-Check-Act Model (PDCA)
- Eight Step Problem-Solving Methodology
- Process Thinking
- Eliminating the Non-Value Added
- Management by Facts and Data
- Continual Improvement and Kaizen
- Enhanced Employee Participation and Decision-Making through Idea Generating Systems
- Employee Reward and Recognition

### **Improvement Tools and Methodologies**

- What Is a Quality Tool?
- The Seven Quality Control Tools.
- Cause-and-Effect Diagram, Check Sheet, Control Charts, Histogram, Pareto Chart, Scatter Diagram, Stratification
- Brainstorming
- Tree Diagrams: How-How and Why-Why Diagrams
- Force Field Analysis
- Affinity Diagrams
- Process Mapping: “The Turtle”
- Poka Yoke
- Lean Thinking
- Visual Management and 5S Program
- Six Sigma

### **Benchmarking as a Tool to Improve Quality and Business Processes**

- What is Benchmarking? Why Benchmark?
- Levels of Benchmarking

### **Elements of a Continuous Improvement Process**

- The Eight Steps to Achieve Improvement
- Critical Success Factors and Common Failure Factors in TQM