Total Quality Management Training Course

Professional Development Training Course Outline

Category	Business	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Total Quality Management (TQM) is a strategic approach to organizational excellence that integrates quality into every process, product, and service. Total Quality Management Training Course empowers participants with the skills to implement continuous improvement, enhance operational efficiency, and achieve exceptional customer satisfaction. Through practical frameworks, real-world examples, and interactive case studies, participants will learn how to embed quality standards into daily operations, optimize workflows, and foster a culture of excellence.

By focusing on globally recognized best practices, participants will develop expertise in performance measurement, process optimization, and quality assurance. This training is ideal for leaders, managers, and professionals seeking to elevate organizational performance through systematic improvement methods and data-driven decision-making. From ISO standards to Lean Six Sigma integration, this TQM course ensures measurable results in productivity, efficiency, and customer trust.

Programme Curriculum

Total Quality Management Training Course

Introduction

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customer trust.

Course Objectives

1. Apply Total Quality Management principles to improve business performance.
2. Implement continuous improvement strategies for sustainable growth.
3. Utilize Lean and Six Sigma tools for process optimization.
4. Develop quality control systems to meet ISO and industry standards.
5. Foster a customer-focused culture that drives satisfaction and loyalty.
6. Conduct root cause analysis to eliminate recurring issues.
7. Apply data-driven decision-making to quality management.
8. Integrate risk management strategies in operational processes.
9. Design and implement performance measurement frameworks.
10. Lead cross-functional quality improvement teams effectively.
11. Enhance supplier quality management for consistent outputs.
12. Adopt benchmarking techniques to achieve competitive advantage.
13. Ensure regulatory compliance and continuous audit readiness.

Target Audience

1. Quality Managers and Quality Assurance Professionals
2. Operations and Production Managers
3. Project Managers and Team Leaders
4. Compliance and Regulatory Officers
5. Process Improvement Specialists
6. Supply Chain and Procurement Managers
7. HR and Training Managers responsible for quality culture
8. Business Owners and Entrepreneurs

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Total Quality Management

- Understanding TQM principles and history
- Key components of a successful TQM program
- The role of leadership in quality improvement
- The link between TQM and customer satisfaction
- Practical steps for TQM implementation
- **Case Study:** Toyota's TQM journey and quality culture transformation

Module 2: Continuous Improvement Strategies

- Kaizen principles for incremental improvement
- Identifying improvement opportunities
- PDCA (Plan-Do-Check-Act) cycle application
- Engaging employees in improvement processes
- Monitoring and sustaining improvements
- **Case Study:** Motorola's adoption of continuous improvement for Six Sigma success

Module 3: Lean and Six Sigma Integration

- Principles of Lean methodology
- Six Sigma DMAIC framework explained

- Eliminating waste in processes
- Reducing process variation
- Tools for problem-solving and analysis
- **Case Study:** GE’s Lean Six Sigma strategy for operational excellence

Module 4: Quality Control and ISO Standards

- Quality control techniques and tools
- ISO 9001 standards and certification process
- Quality audits and compliance checks
- Documenting and monitoring quality processes
- Aligning ISO standards with organizational goals
- **Case Study:** Philips’ implementation of ISO 9001 for global standardization

Module 5: Root Cause Analysis and Problem Solving

- Identifying problems accurately
- Fishbone diagram and 5 Whys method
- Failure Mode and Effects Analysis (FMEA)
- Data analysis for problem resolution
- Preventive measures for long-term solutions
- **Case Study:** Boeing’s root cause analysis in aircraft safety improvement

Module 6: Supplier Quality Management

- Evaluating supplier quality performance
- Developing supplier quality agreements
- Risk-based supplier management
- Collaboration for quality improvement
- Monitoring supplier compliance
- **Case Study:** Apple’s supplier quality management in the tech supply chain

Module 7: Performance Measurement and Benchmarking

- Key Performance Indicators (KPIs) for quality
- Using dashboards for quality tracking
- Internal vs. external benchmarking
- Setting performance targets
- Analyzing benchmarking results
- **Case Study:** Xerox’s benchmarking process to regain market leadership

Module 8: Building a Quality-Driven Culture

- Role of leadership in shaping culture
- Employee empowerment and engagement
- Communication strategies for quality awareness
- Incentives and recognition for quality contributions
- Sustaining a quality mindset across the organization
- **Case Study:** Ritz-Carlton’s customer service excellence through quality culture

Training Methodology

- Interactive presentations and expert-led discussions
- Hands-on exercises with real-world tools
- Group activities and peer-to-peer learning
- Industry-specific case study analysis

- Role-playing and simulation of TQM scenarios

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com