



t: 01273 622272 e: info@siliconbeachtraining.co.uk w: www.siliconbeachtraining.co.uk

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TRAINING

Total Quality Management

Duration: 1 day

Prerequisites

There are no prerequisites for this training course

This Total Quality Management training course provides delegates with the skills required to achieve the very highest standards of quality and customer satisfaction. Total Quality Management requires managers to embed quality right across the organisation, in everything it does and with all staff.

This 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.

Objectives

After this Total Quality Management training course, delegates 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

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

continued...

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Related Courses

Lean Six Sigma Green
Belt: 5 Days

Lean Six Sigma Yellow
Belt: 2 Days

Lean Processes & Tools: 3 Days

Root Cause Analysis: 2 Days

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Benefits of Total Quality Management:

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

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