

### Training programme Axes

<b>Training Programme Name</b>	<b>Total Quality Management</b>
<b>Training Programme Name</b>	إدارة الجودة الشاملة
<b>Training Programme Organiser</b>	<b>HIT.MENA</b>
<b>Training programme Type</b>	<b>Course</b>
<b>Training hours</b>	<b>30 hr</b>
<b>accreditation body</b>	<b>OAB-UK</b>

### Training goals

1. Understand the principles, philosophies, and evolution of Total Quality Management (TQM).
2. Develop the ability to design, implement, and sustain quality management systems.
3. Apply quality improvement tools and methodologies to enhance organizational performance.
4. Build a culture of continuous improvement, customer focus, and operational excellence.

### Target groups

1. Quality Assurance and Quality Control Professionals.
2. Managers, Supervisors, and Team Leaders from all sectors.
3. Professionals involved in Operations, Process Improvement, and Organizational Excellence.



### Course Introduction

Total Quality Management (TQM) has become one of the most effective management approaches for organizations seeking sustainable excellence, customer satisfaction, and operational efficiency. This comprehensive training program provides participants with a practical understanding of quality principles, continuous improvement methodologies, and internationally recognized quality frameworks. Participants will explore the evolution of quality management, customer-focused strategies, process optimization techniques, performance measurement systems, and quality improvement tools. The program emphasizes practical application through real-life case studies, quality assessment techniques, and continuous improvement initiatives. By the end of the course, participants will be equipped with the knowledge and skills necessary to contribute to organizational excellence, enhance productivity, reduce waste, improve customer satisfaction, and support strategic business objectives through effective quality management practices.

### Training programme Axes

<b>Axes</b>	<b>Course topics</b>	<b>Hours</b>
<b>Lesson 1</b>	<b>Foundations of Total Quality Management</b>	<b>6</b>
Topic 1	Introduction to Quality Concepts	
Topic 2	Principles of TQM	
Topic 3	Quality Gurus and Their Contributions	
Topic 4	Customer-Centric Quality Philosophy	
Topic 5	Benefits and Challenges of TQM Implementation	
Topic 6	Quality and Organizational Performance	
Topic 7	Building a Quality Culture	

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Lesson 2	Quality Management Systems and Standards	6
Topic 1	Quality Management Systems (QMS)	
Topic 2	ISO 9001 Framework and Requirements	
Topic 3	Process-Based Management	
Topic 4	Risk-Based Thinking	
Topic 5	Documentation and Quality Records	
Topic 6	Internal Auditing Principles	
Topic 7	Compliance and Governance	
Lesson 3	Quality Improvement Tools and Process Excellence	6
Topic 1	PDCA Methodology	
Topic 2	Root Cause Analysis (RCA)	
Topic 3	Fishbone Diagram	
Topic 4	Pareto Analysis	
Topic 5	Process Mapping Techniques	
Topic 6	Corrective and Preventive Actions (CAPA)	
Topic 7	Continuous Improvement Practices	
Lesson 4	Performance Measurement and Operational Excellence	6
Topic 1	Quality KPIs and Metrics	
Topic 2	Data-Driven Decision Making	
Topic 3	Benchmarking Techniques	
Topic 4	Lean Management Principles	
Topic 5	Introduction to Six Sigma Concepts	
Topic 6	Quality Cost Analysis	
Topic 7	Performance Improvement Projects	
Lesson 5	Strategic Quality Leadership and Organizational Excellence	6
Topic 1	Leadership for Quality Excellence	
Topic 2	Change Management and Quality Transformation	
Topic 3	Employee Engagement in Quality Initiatives	
Topic 4	Customer Satisfaction and Service Excellence	
Topic 5	EFQM Excellence Model	
Topic 6	Developing a Quality Strategy	
Topic 7	TQM Implementation Roadmap	
<b>Total hours</b>		<b>30</b>

**OAB Authority Director**

**IOA Regional Director**

**Package Organiser**



**HIT. MENA**



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