

aractech

Global Learning for Operational Leaders



QUALITY AND PRODUCTIVITY

Total Quality Management (TQM): Tool Box for Continual Improvement

Contact

+31 85 7444446
info@aractech.com
<https://aractech.com>

Address

Waarderweg 50, 2031PB Haarlem - Netherlands.

Course content

Why Attend

The course will provide participants with comprehensive knowledge of the history and evolution of the concept of quality and the history of quality gurus and tools. Through various workshops and role plays, the course will focus on applications of quality systems, models, and methodologies, including excellence awards, ISO systems, and breakthrough improvement methodologies such as 'Lean' and 'Six Sigma.' This highly interactive course will help participants apply the powerful quality tools in leading organizations. Participants will leave with best practices for selecting, designing, or using quality organizational structures and tools.

Course Methodology

- The course relies on workshops, role plays, and group debriefs to help participants understand various quality concepts and applications. Additionally, it offers hands-on experience with top-notch tools and applications, and numerous videos on quality tools and systems support it. Team discussions and presentations are also used throughout the course to foster participants' understanding of quality concepts.

Course Objectives

- Explain the importance of quality models and various quality concepts and frameworks used by quality gurus
- Discover Total Quality Management (TQM) enablers to achieve operational excellence
- Practice TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Apply widely used improvement methodologies
- Utilize various types of benchmarking tools and techniques to boost quality initiatives

Target Audience

- Individuals, managers, supervisors, and all those who are engaged in quality models, awards, ISO and TQM implementation, and improving organizational performance.
- Target Competencies
- Problem solving
- Applying quality tools

Course outline

Detailed course outline

Module-by-module outline for Total Quality Management (TQM): Tool Box for Continual Improvement.

Module 1 - Introduction to Total Quality Management (TQM) Concepts

- Definitions and history of quality
- Quality assurance and quality control
- What is Total Quality Management (TQM)?
- Quality standards
- Cost of Poor Quality (COPQ)
- Quality management principles

Module 2 - TQM Enablers to Achieve Operational Excellence

- Relationship between ISO 9001 and TQM
- TQM success factors
- Continual improvement
- Employee empowerment
- Participative management techniques
- Competitive benchmarking

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Module 3 - Continual Improvement Tools and Practices

- The seven quality control tools
- Check sheet, histogram, control charts, Pareto chart, cause-and-effect diagram, scatter diagram, and flow charts
- Brainstorming
- Tree diagrams: How-how and why-why diagrams
- Process and process management
- Value-added, waste, and LEAN thinking

Module 4 - Continual Improvement Methodologies

- Continual improvement and Kaizen
- Plan-Do-Check-Act (PDCA) methodology
- Toyota A3 model and report
- The Eight-Step methodology
- Six-Sigma methodology
- Innovation and Quality 4.0

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Module 5 - Benchmarking as a Tool to Improve Quality and Business Processes

- What is benchmarking?
- Why benchmark?
- Benchmarking methodology
- The two themes of benchmarking
- Levels of benchmarking
- Types of benchmarking

Seminar dates

Available seminar dates

Live dates and pricing for Total Quality Management (TQM): Tool Box for Continual Improvement generated from the course details page.

Date	Location	Format	Fee
8 - 12 June 2026	Amsterdam	Classroom	€2,975
6 - 10 July 2026	London	Classroom	€2,940
10 - 14 August 2026	Istanbul	Classroom	€1,995
14 - 18 September 2026	Vienna	Classroom	€2,975
5 - 9 October 2026	Barcelona	Classroom	€2,695
16 - 20 November 2026	Paris	Classroom	€3,150
7 - 11 December 2026	Frankfurt	Classroom	€2,275

Live online option

Online delivery is available at €1,250.