

## Online Training Program On Training Program on Total Quality Management (TQM)

### Course Features

Total Quality Management Implementation program is designed to give participant an overview of philosophy of TQM , concepts of managing, controlling and improving quality. The course helps to understand techniques required to implement TQM. The course includes group discussion and exercises.

### Course Objectives

- ♣ Understand the TQM philosophy
- ♣ Understand TQM as strategy and Policy Deployment
- ♣ Detailed knowledge about total quality management
- ♣ Communicate the importance of customer focused TQM
- ♣ Required knowledge and skill to implement TQM
- ♣ Ability to implement TQM tool
- ♣ Achieve world-class status in manufacturing and service through TQM

### Who should attend?

Leadership Team, Policy makers in organization, Customer service, quality, process engineering, supplier development, production, Sales & Marketing, consultants, implementers etc.

### Course Contents

#### ♣ **Module 1**

- **Introduction to TQM**
- Evolution of quality and TQM
- Definition of TQM and explanation
- House of TQM
- Deming Philosophy and 14 Principle
- The difference between conventional approach and TQM approach
- 8 Principles of TQM
- Elements of TQM
- Post WWII industrialization

**30th & 31st October'2020**

**Time: 10:00 AM to 5:00 PM**



#### ♣ **Module 2 :**

- **Leadership and strategy**
- Short term and long term approach
- Top down and Bottom up approach
- Policy deployment
- Daily Work Management

♣ **Module 3 :**

- **Quality in new product development**
- Product life cycle
- Kano model
- Past quality, Present Quality and Future Quality
- The Latent Need
- New Product Development
- Quality function deployment

♣ **Module 4 :**

- **Quality in Manufacturing**
- Customer Claim Chain
- Cost of Quality
- 100% inspection and Sampling
- Continual improvement
- Process Capability
- Q-A matrix
- QC Story
- 7QC Tool
- Six Sigma DMAIC
- Detection control

♣ **Module 5 :**

- **Quality in other support function**
- Quality in Human resource
- Competence development across levels
- Quality in sales and post sales service

♣ **Module 6 :**

- **The Deming award**
- Criteria for Deming Award
- Application procedure



**Issue of Certificate**

Certificate of successful attendance shall be issued to all the delegates who attend entire duration of the course.

**Duration:** 7 Hours including 1 hour break both days

**Registration Fee :** Rs. 4000 + 18 % GST  
Per Participant

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