# TQM Smart Tools for Continuous Improvement Masterclass

2 – 6 August 2027
London (UK)



# TQM Smart Tools for Continuous Improvement Masterclass

**Ref:** 3310_129108 **Date:** 2 – 6 August 2027 **Location:** London (UK) **Fees:** 5400 GBP

## Why This Course

Total Quality Management has evolved into a strategic necessity for organizations aiming to remain competitive, innovative, and customer-focused. To deliver excellence consistently, professionals must be equipped with advanced analytical tools, improvement methodologies, and the leadership skills needed to cultivate a quality-driven culture.

The Advanced TQM Tools, Techniques & Continuous Improvement Masterclass is an intensive 1-week program designed to deepen participants' technical competence while empowering them to lead transformative quality initiatives. Blending hands-on practice, real-world case studies, and proven improvement frameworks, this course ensures participants can apply TQM concepts immediately and drive measurable organizational outcomes.

## What You'll Learn and Practice

By the end of this program, participants will be able to:

- Apply TQM principles and continuous improvement models across diverse industries.
- Use advanced quality tools—including SPC, FMEA, DOE, and QFD—with confidence.
- Analyze and interpret data to make informed decisions and prioritize improvements.
- Lead cross-functional teams in Lean, Six Sigma, and Kaizen initiatives.
- Build and sustain a culture grounded in quality, accountability, and improvement.

## Program Flow

### Day 1: Foundations of TQM and Continuous Improvement

- Key principles and philosophies that define modern TQM.
- Understanding the PDCA cycle and its application in improvement efforts.
- Overview of quality management systems and international standards ISO, Lean, Six Sigma.
- Developing a continuous improvement mindset within teams and departments.
- Activity: Mapping current organizational challenges to TQM principles.



### Day 2: Advanced Quality Tools and Techniques

- Applying Statistical Process Control SPC and interpreting control charts.
- Conducting Failure Mode and Effects Analysis FMEA to mitigate risks.
- Basics of Design of Experiments DOE for process optimization.
- Using Quality Function Deployment QFD to translate customer needs into action.
- Workshop: Hands-on practice using SPC, FMEA, and QFD scenarios.

### Day 3: Data-Driven Decision Making

- Effective data collection methods and measurement techniques.
- Conducting Root Cause Analysis using 5 Whys and other tools.
- Using Pareto analysis for prioritization and targeting key improvement areas.
- Benchmarking methodologies and identifying industry best practices.
- Case Study: Solving a real quality problem using data-driven tools.

### Day 4: Process Improvement Methodologies

- Applying Lean principles to reduce waste and increase efficiency.
- Using the Six Sigma DMAIC framework for structured improvement.
- Creating Value Stream Maps to visualize processes and uncover bottlenecks.
- Running Kaizen events to generate rapid, impactful improvements.
- Simulation: Developing and presenting an improvement plan using Lean + Six Sigma.

### Day 5: Implementing and Sustaining Continuous Improvement

- Change management strategies for long-term improvement success.
- Techniques for building a culture of quality and continuous improvement.
- Measuring and communicating the results of improvement initiatives.
- Designing action plans for immediate implementation in participants' organizations.
- Exercise: Building a Continuous Improvement Roadmap for your team or department.

## Individual Impact

- Ability to apply sophisticated quality tools to real operational challenges.
- Enhanced capability to lead improvement teams with clarity and confidence.
- Strong analytical and decision-making skills grounded in data-driven thinking.
- A structured plan for initiating or enhancing continuous improvement in the workplace.

## Organizational Impact

- Improvements in efficiency, quality, and customer satisfaction.
- Reduction in waste, errors, and process variation.
- Stronger collaboration across teams through shared improvement practices.
- A sustainable culture of excellence driven by continuous improvement.



## Training Methodology

This course uses an engaging, hands-on learning approach that includes:

- Real-world case studies and industry examples.
- Practical tool application workshops.
- Group exercises and improvement simulations.
- Templates, checklists, and frameworks for immediate workplace use.

## Beyond the Course

Participants will leave with the confidence, capability, and toolkit needed to drive continuous improvement initiatives—helping their organizations achieve lasting operational excellence and quality-driven performance.

