Advanced Strategies in Total Quality Management (TQM)

23 – 27 August 2027
Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



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Why This Course

Achieving world-class performance requires more than basic quality tools—it demands a holistic, strategic approach to Total Quality Management. As industries evolve and technologies advance, organizations must adopt innovative TQM practices that integrate data, digital transformation, and continuous improvement into every workflow. Quality leaders must be equipped to inspire cultural transformation, drive innovation, and ensure sustainable excellence.

The Advanced Total Quality Management TQM Strategy & Organizational Excellence Program is an intensive 1-week course designed for quality managers, process improvement leaders, and organizational excellence professionals seeking to elevate their expertise. Through hands-on exercises, case studies, and technology-driven insights, participants will learn how to apply advanced TQM principles to transform performance and build a culture of continuous improvement.

What You'll Learn and Practice

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

- Apply advanced TQM frameworks and embed quality principles into organizational culture.
- Leverage data analytics, predictive models, and quality measurement tools to enhance decision-making.
- Design innovation-driven continuous improvement programs using modern methodologies.
- Lead TQM initiatives effectively through structured change management strategies.
- Utilize emerging technologies—AI, Industry 4.0, blockchain—to strengthen quality systems.

Program Flow

Day 1: Advanced TQM Principles and Strategic Implementation

- Evolution of TQM and its relevance in today's competitive landscape.
- Strategic TQM frameworks EFQM, Baldrige, Lean Six Sigma integration.
- Aligning TQM with organizational goals, culture, and long-term strategy.
- Real-world case studies showcasing successful TQM transformations.
- Exercise: Designing a strategic TQM integration model for your organization.



Day 2: Data-Driven Quality Management and Decision Making

- Applying advanced statistical process control SPC and capability analysis.
- Using big data and advanced analytics to identify trends and quality gaps.
- Predictive modeling techniques for proactive quality management.
- Embedding data-driven decision-making into daily operations.
- Workshop: Building a quality analytics dashboard for executive reporting.

Day 3: Innovation and Continuous Improvement in TQM

- Creating an innovation-centric culture within TQM environments.
- Applying advanced problem-solving methodologies TRIZ, A3, 8D.
- Using design thinking to generate customer-centered quality solutions.
- Leveraging Kaizen, PDCA, and Lean tools to accelerate improvement cycles.
- Activity: Running a rapid improvement event using design thinking and Kaizen.

Day 4: Leadership and Change Management in TQM

- Strategic leadership roles in achieving organizational excellence.
- Applying change management frameworks Kotter, ADKAR in TQM rollouts.
- Leading and empowering high-performance quality teams.
- Overcoming cultural and operational resistance to TQM adoption.
- Simulation: Developing a change management plan for a TQM transformation.

Day 5: Emerging Trends and Technologies in TQM

- The influence of Industry 4.0 on modern quality management systems.
- Integrating AI and machine learning for automated quality predictions.
- Blockchain-enabled quality assurance and supply chain transparency.
- Embedding sustainability and green quality practices into TQM frameworks.
- Case Study: Designing a technology-enabled TQM innovation roadmap.

Individual Impact

- Enhanced strategic thinking and analytical capability in TQM environments.
- Increased ability to lead improvement initiatives with innovation and confidence.
- Strong command of digital tools and data-driven techniques for quality excellence.
- Practical, applied skills in change leadership and continuous improvement.

Organizational Impact

- Stronger, more resilient quality systems aligned with modern technologies.
- Reduced variability, improved efficiency, and sustainable productivity gains.
- A culture of innovation, accountability, and continuous improvement.
- Enhanced competitive advantage through excellence-driven operations.



Training Methodology

This program uses a dynamic and hands-on learning approach through:

- Practical exercises and real industry case studies.
- Analytical tools, templates, and digital quality simulations.
- Group collaborations and facilitated strategic discussions.
- Expert-led insights on future trends shaping quality management.

Beyond the Course

Participants will leave equipped with a comprehensive TQM strategy, implementation roadmap, and innovation toolkit—empowering them to drive excellence, embrace emerging technologies, and lead their organizations into the next era of quality and performance.

