TQM Smart Tools for Continuous Improvement

Audit & Quality Assurance
Prague (Czech)
13 - 17 Jan 2025

UK Traininig
PARTNER

TQM Smart Tools for Continuous Improvement

Ref: 3310_133978 **Date:** 13 - 17 Jan 2025 **Location:** Prague (Czech) **Fees:** 4400 **Euro**

Introduction

The course will provide participants with comprehensive knowledge on the evolution of the concept of quality, as well as on 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 used in leading organizations. Participants will leave with best practices on how to select, design, or apply quality structures and tools in their organizations.

Course Objectives of TQM Smart Tools for Continuous Improvement

- Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus
- Discover the success elements of Total Quality Management TQM deployment
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Describe various types of benchmarking tools and techniques to boost quality initiatives
- Apply widely used improvement methodologies

TQM Smart Tools for Continuous Improvement Course Outline

Day 1

Introduction to total quality management concepts

- Defining TQM
- TQM critical success factors
- The relationship between ISO 9000 and TQM
- Benefits of implementing a quality model
- The cost of poor quality
- Comparing the gurus Deming, Crosby, Juran, etc.
- Selecting the right model for your organization
- The quality maturity ladder

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Day 2

The success elements of TQM

- Customer-driven quality
- Plan, Do, Check, Act PDCA model
- Eight-step problem-solving methodology
- Process thinking
- Eliminating the non-value-added
- Management by facts and data
- Continual improvement and Kaizen
- Enhanced employee participation and decision making through idea-generating systems
- Employee reward and recognition

Day 3

Improvement tools and methodologies

- What is a quality tool?
- The seven quality control tools
    - Cause and effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, stratification
- Brainstorming
- Tree diagrams: how-how and why-why diagrams
- Process mapping: 'the turtle'
- Poka-yoke
- Lean thinking
- The seven types of waste in organizations
- Six sigma

Day 4

Benchmarking as a tool to improve quality and business processes

- Definition of benchmarking
- Reasons to benchmark
- Levels of benchmarking
- Pros and cons of different benchmarking approaches

Day 5

Elements of a continuous improvement process

- The eight steps to achieve improvement
- Critical success factors in TQM
- Common failure factors in TQM

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Case study success & failure, open discussion, and Q&A session

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