

TQM - Philosophy and Quality Improvement Masterclass

Audit & Quality Assurance
Lisbon (Portugal)
14 - 18 Jul 2025

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TQM - Philosophy and Quality Improvement Masterclass

Ref: 321704_144369 **Date:** 14 - 18 Jul 2025 **Location:** Lisbon (Portugal) **Fees:** 4400 **Euro**

Course Description

This intensive 5-day course provides a comprehensive exploration of Total Quality Management TQM philosophy and quality improvement techniques. Participants will gain in-depth knowledge of TQM principles, tools, and implementation strategies to drive organizational excellence and foster a culture of continuous improvement.

Learning Objectives

- Understand the core principles and philosophy of Total Quality Management
- Master key TQM tools and techniques for quality improvement
- Develop strategies for implementing TQM across various organizational functions
- Learn to measure and analyze quality metrics for continuous improvement
- Understand the role of leadership in fostering a quality-focused culture

Course Modules

Day 1: Foundations of TQM

- Introduction to TQM philosophy and principles
- Evolution of quality management
- Key TQM frameworks and models
- Customer-focused quality management

Day 2: TQM Tools and Techniques

- Statistical Process Control SPC
- Pareto analysis and cause-effect diagrams
- Failure Mode and Effects Analysis FMEA
- Quality Function Deployment QFD

Day 3: Implementing TQM

- Organizational structure for TQM
- Process management and improvement
- Employee involvement and empowerment
- Supplier quality management

Day 4: Measuring and Analyzing Quality

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- Quality metrics and KPIs
- Benchmarking techniques
- Cost of quality analysis
- Continuous improvement methodologies

Day 5: Leadership and Culture for TQM

- Leadership roles in TQM implementation
- Building a quality-focused organizational culture
- Change management for TQM
- Case studies and best practices

Practical Wins for Participants

- Develop a TQM implementation roadmap for your organization
- Create a toolkit of quality improvement techniques for immediate application
- Enhance leadership skills to drive quality initiatives
- Improve decision-making through data-driven quality analysis

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