TQM Smart Tools for Continuous Improvement Masterclass

4 – 8 April 2027
Tunis (Tunisia)



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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.

