TQM - Philosophy and Quality Improvement Masterclass

6 – 10 September 2027
Lisbon (Portugal)

UK Traininig
PARTNER



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Why This Course

Achieving excellence across processes, products, and services requires a deep understanding of Total Quality Management TQM. This intensive 1-week program equips participants with the knowledge and practical skills to implement TQM principles, drive continuous improvement, and foster a quality-focused culture. Combining theory with hands-on exercises, the course prepares managers and leaders to enhance organizational performance effectively.

What You'll Learn and Practice

By attending this course, you will be able to:

- Understand the core principles and philosophy of TQM.
- Master key TQM tools and techniques to improve quality.
- Develop strategies to implement TQM across organizational functions.
- Measure and analyze quality metrics to drive continuous improvement.
- Apply leadership practices that foster a quality-focused culture.

The Program Flow

Day 1: Foundations of TQM

- Introduction to TQM philosophy and principles
- Evolution of quality management practices
- 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 structures for TQM implementation
- Process management and improvement
- Employee involvement and empowerment
- Supplier quality management

Day 4: Measuring and Analyzing Quality

- 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 strategies for TQM
- Case studies and industry best practices

Individual Impact

Participants will leave this program with:

- A roadmap to implement TQM within their organization.
- A toolkit of quality improvement techniques ready for practical application.
- Enhanced leadership skills to drive quality initiatives.
- Improved decision-making through data-driven analysis of quality metrics.

Organizational Impact

Organizations will benefit from:

- A structured approach to achieving operational excellence.
- Greater efficiency and quality across processes, products, and services.
- Engaged employees empowered to contribute to continuous improvement.
- Stronger leadership driving a culture of quality and organizational growth.



Training Methodology

- Interactive lectures combined with hands-on exercises
- Real-world case studies and scenario-based learning
- Group discussions and collaborative problem-solving
- Practical application of TQM tools, techniques, and frameworks

Beyond the Course

By the end of this 1-week program, participants will be ready to:

- Implement TQM strategies that enhance organizational performance.
- Apply quality improvement techniques to real-world challenges.
- Lead initiatives that foster a culture of continuous improvement.
- Use data and metrics to guide informed decisions and measure progress.

