

TQM - Philosophy and Quality Improvement Masterclass

3 – 7 May 2027
Kigali (Rwanda)

UK Training

PARTNER



TQM - Philosophy and Quality Improvement Masterclass

Ref: 321704_168213 **Date:** 3 – 7 May 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Why This Course

Achieving excellence across processes, products, and services requires a deep understanding of Total Quality Management TQM. This intensive 5-day 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

A graphic of a chessboard with several pawns. In the foreground, a large gold king piece stands prominently. Behind it, several silver and gold pawns are positioned on the board. The background features concentric circles emanating from behind the king piece.

UK Training
PARTNER

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.

UK Training

PARTNER

A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

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 5-day 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.

UK Training

PARTNER

