

# € TRAINING

Total Quality Management Improvement  
Tools



28 April - 2 May 2024  
Amman (Jordan)  
ibis Amman



# Total Quality Management Improvement Tools

REF: A2371 DATE: 28 April - 2 May 2024 Venue: Amman (Jordan) - ibis Amman Fee: 3350 Euro

## Introduction:

This training program is designed to equip participants with the essential knowledge and skills required to implement TQM principles and harness continuous improvement tools effectively. It empowers them to drive organizational excellence and achieve exceptional results.

## Program Objectives:

At the end of this program, participants will be able to:

- Learn how to identify and analyze process inefficiencies and areas for improvement.
- Develop the ability to create and implement effective improvement plans.
- Enhance their problem-solving and decision-making skills.
- Gain insights into quality assurance, customer satisfaction, and employee engagement.
- Acquire the knowledge needed to drive a culture of quality and excellence within their organization.

## Targeted Audience:

- Managers and supervisors seeking to enhance their leadership skills.
- Quality assurance professionals.
- Process improvement specialists.
- Project managers and team leaders.
- Cross-functional team members.

## Program Outlines:

### Unit 1:

#### Introduction to Total Quality Management:

- Understanding TQM principles and its relevance in today's business landscape.
- The history and evolution of TQM.
- Benefits and challenges of implementing TQM.

- Building a culture of quality and excellence.

## Unit 2:

### Continuous Improvement Tools:

- Overview of key continuous improvement tools and techniques.
- Six Sigma methodology.
- Lean principles and practices.
- Kaizen and process improvement.
- Value stream mapping.

## Unit 3:

### Data Analysis for Improvement:

- Collecting and analyzing data for decision-making.
- Statistical process control SPC techniques.
- Root cause analysis.
- Pareto analysis and the 80/20 rule.
- Failure mode and effects analysis FMEA.

## Unit 4:

### Process Optimization and Improvement:

- Designing and optimizing processes for quality.
- Total Productive Maintenance TPM.
- 5S methodology for workplace organization.
- Benchmarking and best practices.
- Implementing improvement plans.

## Unit 5:

### Quality Assurance and Sustainability:



- Quality management systems ISO standards.
- Customer satisfaction and feedback.
- Employee engagement and empowerment.
- Sustainability and TQM.
- Creating a TQM roadmap for your organization.