€TRAINING

Total Quality Management of Human Resources

25 - 29 November 2024
Cambridge (UK)

Total Quality Management of Human Resources

Introduction

TQM stands for total quality management, which aims to eliminate errors made during the production or service process, boost customer satisfaction, improve supply chain management, modernize equipment, and guarantee that employees are properly trained.

Course Objectives

At the end of this course the participants will be able to:

- Grow their human resources and make investments in their human capital.
- Find out the most recent working methods for human resources, as well as the ideal ways to develop human resources.
- Understand the excellence models used in the development processes
- Determine the fundamental requirements for the implementation of development related to ISO systems and complete quality.
- Create training programs using sound scientific principles.
- Utilize the expertise of the human resources management personnel to create training programs and facilities using strong scientific principles.
- Identify contemporary techniques for building organizational structures as a crucial stage in organizational growth and quality.

Targeted Audience

- Managers and Heads of HR and Personnel Departments.
- Managers and heads of departments of training and HR development departments.
- The staff of the Personnel and HR Departments.
- Anyone interested in these important topics.

Course Outline

Unit 1: Contemporary Organization Profiles.

- Human resources as a starting point for gaining a competitive edge.

- The function of management of human resources.

- Intellectual capital.

Unit 2: The significance of HRM

- The biggest modifications to human resources management techniques.

- Forecasting of human resources.

Unit 3: Methods for addressing labor supply and demand in surplus and deficit situations.

- The merits to determine the kinds of jobs required.

- Utilizing the criteria of credibility and consistency in the selection of employees.

Unit 4: Analysis measures the employment yield.

- Standards for calculating employee costs and productivity.

- Developed metrics for calculating employment rotation rates.

Unit 5:

- Revision

- Workshop