

TOTAL QUALITY MANAGEMENT

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This course develops general and foundational skills for total quality management. Participants will gain insight into the competencies necessary to produce high quality products and services that meet the international standards within the market place.

Learning Objectives

- Problem solving
- Applying quality tools
- Selecting quality models and systems
- Using Lean and Six Sigma applications
- Change management
- Understanding ISO systems
- Applying benchmarking

Who should attend?

This module is specifically designed for individuals, managers, supervisors and all those who are engaged in quality models, awards, ISO and TQM implementation as well as improving organizational performance.

Modes of delivery

The module shall be delivered by way of:

- Lectures
- Demonstrations
- Group presentations
- Case studies
- Assignments

Each training group will have their training resources tailor made to meet their specific training requirements. The delivery method will be adjusted accordingly.