London TDM

Quality and Productivity Improvement Training Courses

Course Venue: United Arab Emirates - Dubai

Course Date: From 18 January 2026 To 22 January 2026

Course Place: Downtown Dubai

Course Fees: 5,000 USD

Introduction

This 5-day professional course, "Quality Tools for Supervisors and Team Leaders," is designed to equip participants with practical knowledge and skills in quality management and improvement. The course will cover essential tools and methodologies to enhance quality within teams and processes, ultimately leading to improved performance and customer satisfaction.

Objectives

- Understand the principles of quality management and their relevance to teams.
- Learn how to effectively implement quality tools in daily operations.
- Identify and solve problems using structured techniques.
- Promote continuous improvement within team environments.
- Develop leadership skills to drive quality initiatives.

Course Outlines

Day 1: Introduction to Quality Management

- Overview of Quality Management Systems
- Principles of Quality Control and Assurance
- The Role of Supervisors in Quality Management
- Key Quality Standards and Frameworks
- Case Studies on Quality Failures and Successes

Day 2: Tools for Problem Solving

- Root Cause Analysis Techniques
- The 5 Whys Method
- Fishbone Diagram (Ishikawa)
- Pareto Analysis
- Problem-Solving Simulations

Day 3: Process Improvement Tools

- Flowcharting and Process Mapping
- Value Stream Mapping
- Failure Mode and Effects Analysis (FMEA)
- Kaizen for Continuous Improvement
- Plan-Do-Check-Act (PDCA) Cycle

Day 4: Quality Measurement and Analysis

- Basic Statistical Tools for Quality
- Control Charts and Monitoring Variability
- Metrics for Quality Performance
- Data Collection and Analysis Techniques
- Interpreting and Reporting Quality Data

Day 5: Leadership in Quality Management

- Building a Quality-Centric Team Culture
- Leadership Skills for Quality Improvement
- Effective Communication in Quality Management
- Motivating Teams for Quality Excellence
- Developing and Implementing Quality Improvement Plans