London TDM

Quality and Productivity Improvement Training Courses

Course Venue: United Kingdom - London

Course Date: From 08 February 2026 To 12 February 2026

Course Place: London Paddington

Course Fees: 6,000 USD

Introduction

Total Quality Management (TQM) is a comprehensive system for achieving customer satisfaction and organizational efficiency. This 5-day professional course is designed to equip individuals with a deep understanding of TQM principles and their practical application in the workplace.

Objectives

- Understand the fundamentals of Total Quality Management.
- Identify key TQM principles and methodologies.
- Develop skills for implementing TQM practices in various organizational settings.
- Enhance problem-solving and quality improvement capabilities.
- Foster a culture of continuous improvement and customer satisfaction.

Course Outlines

Day 1: Introduction to TQM

- Definition and history of Total Quality Management
- Core principles of TQM
- Importance of customer focus and satisfaction
- Leadership and commitment in TQM
- Case studies on successful TQM implementation

Day 2: TQM Tools and Techniques

- Common quality improvement tools (e.g., Pareto chart, fishbone diagram)
- Statistical process control measures
- Benchmarking and performance measurement
- Root cause analysis and problem-solving techniques
- Implementing process mapping and optimization

Day 3: TQM and Organizational Culture

- Building a quality-driven organizational culture
- The role of teamwork and collaboration
- Change management strategies
- Models of excellence in quality management
- Employee involvement and empowerment in TQM

Day 4: TQM in Practice

- Developing a TQM implementation plan
- Integrating TQM with existing systems and processes
- Customer engagement and feedback mechanisms
- Overcoming challenges and obstacles in TQM
- Hands-on activities and group exercises

Day 5: Continuous Improvement and Evaluation

- Establishing a continuous improvement cycle
- Monitoring and evaluating TQM initiatives
- Use of data and metrics in quality management
- Sustaining TQM efforts and scaling successes
- Course review and future learning opportunities