

Total Quality Management

INTRODUCTION

Total Quality Management (TQM) is an organisational management method that seeks to improve quality of products and services by implementing a process of continuous improvement. It is an approach to improve flexibility, effectiveness and competitiveness of an organisation. The advantage of TQM is that it can be practised by all levels of employee.

The Total Quality Management course introduces delegates to the basic concepts of Quality Management, and the importance of providing exceptional quality to satisfy all shareholders and customers (risks and failures). At the core, TQM is a management strategy that aims to deliver long term success through customer satisfaction. Auditing equips delegates with the ability to prevent internal and external findings.



TRAINING OBJECTIVES

The Aim of this course is to provide delegates with an understanding of the objectives of Quality Management, namely:

- ✓ Fundamentals of TQM and ISO Standards and Requirements.
- ✓ The Plan Do Check Act (PDCA) cycle is explained with examples.
- ✓ Awareness of quality problems throughout the entire supply chain (upstream and downstream).
- ✓ Overview of Direct and Indirect Quality Costs, the traditional approach to quality costing and some advice on a more modern approach.
- ✓ The context of first, second and third party auditing and how to lead an audit team.
- ✓ Audit report writing and feedback techniques.
- ✓ Following up on the results of audits.
- ✓ Using audit results to drive continuous improvement.
- ✓ Control of production processes and the impact it has on the customer products and services.
- ✓ Continuous Improvement; both "breakthrough" and "Kaizen" strategies are examined in order for the learner to implement.

Practical activities

- ✓ A very important part of the course is practising the basic tools of quality, and how this can be implemented in any organisation; including:
 - The Flow Chart
 - The Check Sheet
 - Pareto Diagrams
 - Cause and Effect Diagrams; including 5 Why.
 - Tally Charts and Histograms
 - Scatter diagrams
 - Control Charts
- ✓ Case Studies will be provided and worked through with delegates in a separate workbook supplied.
- ✓ A Continuous Improvement Project is optional.

WHO SHOULD ATTEND?

This Total Quality Management Workshop is designed for:

- ✓ An operator that shows supervisor potential.
- ✓ A team leader that is ready to be promoted up to supervisor/foreman/coordinator/maintenance manager.
- ✓ A supervisor that is ready to be promoted to manager.
- ✓ Technical experts and artisans that support production.
- ✓ Continuous Improvement specialist's candidates.
- ✓ Manufacturing/Production Management (Productivity issues)
- ✓ Quality and Logistics Supervisors, Quality Management/Quality Assurance/Quality Control
- ✓ Engineering/Maintenance Management
- ✓ Logistics; Procurement and Transportation management
- ✓ Other support groups like Information Technology; Industrial Engineering; Financial Management and Design/Planning

This course will be practical in its application and the above are only some examples.

It can be particularly valuable to those newer to this field or those who wish to refresh their knowledge of Total Quality Management and Auditing.

Course Duration: 3 Days

SAAMA Accredited: 3 CPD Points



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