

Basic Approach Methodology of Total Quality Management



Course Duration: 2 Days - 8 Hours/day

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Seminar Content

A two-day seminar, which explains the basic principles of Total Quality Management and how to apply it to achieve Organisational Excellence in TQM Process. This is an extensive methodology for the organisation to achieve greater level of Business Excellence.

Learning Objectives

- Awareness of the basic requirement of TQM initiative
- How the Organization-wide integration is initiated and to be practiced.
- Establish greater level of Organization-wide Vision and Mission and Strategy to lead the organisation to the greater level

Seminar Outline

- Omnex will discuss basic steps to be adopted for the Total Quality management Journey and methodology. It will describe the need of the involvement of all the people in the organization and the rolls of each level for achieving the desired level of performance throughout the Organization.
- What is TQM
- Principles of TQM
Business Excellence & competitive leadership
- Top Management Commitment
 - Organizational Vision, Mission
 - Customer Expectation
 - Competitor Benchmark
 - Competitive Positioning
 - Leadership from the top
 - Focus on customer satisfaction
 - Establishing Strategic Goals
 - Understanding 14 TQM Principles
 - Effective management of Cost of Quality
 - Continuous improvement in all aspects of all operations
 - Complete involvement everyone in quality improvement
 - Commitment of every body in the organization
 - Identify Key Process & Result Measurables

- Balanced Score card
 - X Matrix
 - Daily Work Management
 - Assign responsibility for the plans
 - Provide necessary resources
 - Review progress against goals
 - Evaluate managers performances Vs. goals
- Establish 5-P Excellence of TQM
 - PRODUCT excellence
 - Excellence in Design, Customer satisfaction
 - Quality Management
 - 14 points of Quality Excellence
 - PROCESS excellence
 - Includes Lean process flow, Delivery,
 - Consistency, Process Mapping, Mistake proofing
 - PLACE excellence
 - PEOPLE excellence and TEI
 - PROFIT excellence

Who Should Attend

- Top Management team
- Business Heads
- Middle Managers and Supervisors

Seminar Materials

Each participant will receive extensive course material.

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