

Total Quality Management (TQM): Tool Box for Continual Improvement

Professional training programme



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

The course will provide participants with comprehensive knowledge of the history and evolution of the concept of quality and the history of quality gurus and tools. Through various workshops and role plays, the course will focus on applications of quality systems, models, and methodologies, including excellence awards, ISO systems, and breakthrough improvement methodologies such as 'Lean' and 'Six Sigma.' This highly interactive course will help participants apply the powerful quality tools in leading organizations. Participants will leave with best practices for selecting, designing, or using quality organizational structures and tools.

Why Attend

The course relies on workshops, role plays, and group debriefs to help participants understand various quality concepts and applications. Additionally, it offers hands-on experience with top-notch tools and applications, and numerous videos on quality tools and systems support it. Team discussions and presentations are also

Who Should Attend

Individuals, managers, supervisors, and all those who are engaged in quality models, awards, ISO and TQM implementation, and improving organizational performance.

— Learning Objectives

- Explain the importance of quality models and various quality concepts and frameworks used by quality gurus
- Discover Total Quality Management (TQM) enablers to achieve operational excellence
- Practice TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Apply widely used improvement methodologies
- Utilize various types of benchmarking tools and techniques to boost quality initiatives

— Course Outline

DAY
1

Introduction to Total Quality Management (TQM) Concepts

- Definitions and history of quality
- Quality assurance and quality control
- What is Total Quality Management (TQM)?
- Quality standards
- Cost of Poor Quality (COPQ)
- Quality management principles
- Quality gurus comparison (Deming, Crosby, Juran, etc.)
- Worldwide excellence awards
- Quality maturity ladder

DAY
2

TQM Enablers to Achieve Operational Excellence

- Relationship between ISO 9001 and TQM
- TQM success factors
- Continual improvement
- Employee empowerment
- Participative management techniques
- Competitive benchmarking
- Team approach
- Knowledge of tools
- Clear methodologies
- TQM critical success and failure factors

DAY
3

Continual Improvement Tools and Practices

- The seven quality control tools
- Check sheet, histogram, control charts, Pareto chart, cause-and-effect diagram, scatter diagram, and flow charts
- Brainstorming
- Tree diagrams: How-how and why-why diagrams
- Process and process management
- Value-added, waste, and LEAN thinking
- Visual management and 5s program
- Poka Yoke

DAY

4

Continual Improvement Methodologies

- Continual improvement and Kaizen
- Plan-Do-Check-Act (PDCA) methodology
- Toyota A3 model and report
- The Eight-Step methodology
- Six-Sigma methodology
- Innovation and Quality 4.0
- Assessing your organization's readiness

DAY

5

Benchmarking as a Tool to Improve Quality and Business Processes

- What is benchmarking?
- Why benchmark?
- Benchmarking methodology
- The two themes of benchmarking
- Levels of benchmarking
- Types of benchmarking

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Barcelona - Spain	€1,925
16 - 20 November 2026	Paris - France	€2,250
7 - 11 December 2026	Frankfurt - Germany	€1,625
11 - 15 January 2027	Amsterdam - Netherlands	€2,125
8 - 12 February 2027	Geneva - Switzerland	€2,625
8 - 12 March 2027	Istanbul - Türkiye	€1,425
12 - 16 April 2027	Cape Town - South Africa	€2,125
10 - 14 May 2027	Barcelona - Spain	€1,925

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.