

# TOTAL QUALITY MANAGEMENT

**DATE:** 3-4 May / 14-15 November 2023  
7-8 March 2024

**FEE:** RM 900

**DURATION:** 2 Days

**HRD CORP SCHEME:**  
HRD Corp Claimable Courses

## PROGRAM OVERVIEW

Total Quality Management is a management approach that originated in the 1950's and has steadily become more popular since the early 1980's. Total Quality is a description of the culture, attitude and organization of a company that strives to provide customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's operations, with processes being done right the first time and defects and waste eradicated from operations.

As the pace of change accelerates, it becomes more difficult to maintain stable relationships with suppliers, customers, brokers, distributors, and even your own company personnel. "Putting out fires" and reacting to new emergencies is unfortunately the norm for many large and small companies caught in the whirlpool of technological change.

**Are competitors stealing your best customers while you are out looking for more?** Commitment to quality and customer satisfaction programs is essential for a small business to compete against both smaller and larger competitors. Think about "post-sale" customer satisfaction (or managing customer "dissatisfaction") programs as a way to reinforce customers' buying preferences for your products and services for their current and future purchases!

This programme will present participants the opportunity of understanding the requirements of TQM and its key values together with the appropriate application of tools and techniques on changing employee mindsets, communication renewal, process improvement, strategic planning, continuous business and functional assessments, objective/target setting and accomplishment

## LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understand the importance of quality models.
- Understand TQM philosophy and concepts.
- Learn to use TQM improvement tools to enhance customer satisfaction and improve processes within their organizations.
- Discuss other widely used improvement methodologies.
- Get the workplace in order ahead of TQM introduction.
- Understand the relationship between TQM, TQC and ISO.
- Understand TQM's pillar of activities.

## METHODOLOGY

- Delivery of the conceptual framework together with a demonstration of how various total quality management activities tie up and form a complete whole.
- Once a concept is understood, practical application is applied.
- Once application is made clear, implementation can be executed at work place.
- Formats will be provided for many key application areas.
- Spoon-feeding.

## WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/Supervisory

## FACILITATOR

### Sudesh Vadivaloo

He is an experienced Management Consultant specializing in both Quality Management and Assurance. His background prior to consultancy work was very much in the manufacturing sector. He has a Bachelor's degree in Resource Economics from University Pertanian Malaysia. After graduating he moved onto the manufacturing sector, starting first with a printing company dealing with international books and magazines and later to contract manufacturing, supporting major semiconductor MNC players in the Klang Valley.

## PROGRAM CONTENT

### Module 1

What is Total Quality Management in today's Competitive Market?

- Total Competitiveness and Total Quality Management.
- The Origins of Total Quality Management.
- Building Blocks of Total Quality Management.

### Module 2

Quality Culture and Change

- The Quality Chain.
- The Natural Expansion Towards Quality Management.
- Juran's Trilogy.
- Crosby's 14 Points to Improvement

### Module 3

Customer Driven Quality

- Demands and Expectations of the Customer.
- Manufacturing Performance Objectives.
- Internal Customer Requirements.
- Who and Know What Your Customers Want.

### Module 4

Employee Empowerment

- What is the Paradigm Towards Change?
- Anticipating Reactions Change.
- Why do Change Fail?
- Preparing for the Change Process.

### Module 5

Understanding Customer Service

- What does Customer Service Mean to Your Business?
- Interesting Facts and Figures.
- Which Customer Ladder are You Aiming For?

### Module 6

Teaming for Total Quality Management

- Building Blocks of the Team.
- Success Depends on a High Functioning Team.
- Checklist for High Performance Teams.
- Recognizing Team Problems and Challenges.

### Module 7

Productivity

- What is Productivity?
- The Process Chain.
- Voice of the Process
- Benefits of Process Mapping.
- Problem Solving Cycle and Common Tools.

## PROGRAM SCHEDULE

### Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 ( <i>Continue</i> )
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 3
		<b>End of the day</b>



**Day 2**

9:00am - 10:30am	:	Module 4
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 5
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 6
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 7
		<b>End of the day</b>