MERCURY

Total Quality Management (TQM) Conference

11 – 15 July 2027
Amman (Jordan)



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Amman - Jordan: +962 79 712 3347

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Ref: 15732_1084642 **Date:** 11 – 15 July 2027 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction:

Many institutions aim to improve their products and services, save time and material resources, and pursue the quest for quality in alignment with contemporary developments. Organizations confront numerous challenges, notably subdued customer satisfaction levels. Total Quality Management TQM has emerged as a prevalent trend in business practices, attracting significant interest for its development potential.

The successful application of TQM strategies has demonstrated the capacity to rectify deficiencies attributable to subpar service offerings. TQM aspires to achieve institutional objectives while securing customer satisfaction beneficiary. The Total Quality Management TQM conference is a premier event focused on advancing knowledge and expertise in TQM. Attendees will explore the principles of TQM, including its goals, benefits, and advantages of adopting this approach.

This Total Quality Management TQM conference will provide in-depth sessions on TQM methods and essential tools to enhance business processes. Participants can pursue TQM certification, which reflects mastery in defining TQM. By attending, professionals will gain insights into TQM training and learn how to apply TQM principles to drive excellence in their organizations.

Target Groups:

- Managers and Employees of Quality Management in Companies and Institutions.
- Workers in The Quality Sector and Specialized Offices.
- Quality Planning Officials.
- Supervisors of Production Processes and Team Leaders.
- Production Engineers and Designers.
- Different Service Providers.
- Those Who Are Interested in Total Quality Management.

Conference Objectives:

At the end of this TQM total quality management conference, participants will:

- Define the importance of quality models and understand the principles of Total Quality Management.
- Recognize the diverse concepts and goals of total quality management.
- Analyze various TQM philosophies and principles.
- Implement TQM improvement tools and methods to heighten customer satisfaction and enhance organizational processes.
- Discuss widely-used improvement methodologies and the advantages and benefits of Total Quality Management.

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Targeted Competencies:

By the end of this TQM total quality management training, participants competencies will:

- Problem-solving.
- Applying quality tools and total quality management tools.
- Selecting quality models and systems.
- Using Lean and Six Sigma applications.
- Change management.
- Understanding ISO systems.
- Benchmarking.

Conference Content:

Unit 1: The Conceptual Framework of Quality:

- Historical development of quality.
- Total Quality Management TQM and its definitions.
- The concept of total quality management and its methods.
- Principles of Total Quality Management.
- Total Quality Management Pioneers.
- Improve quality through the Total Quality Management approach.

Unit 2: The Requirements of Total Quality Management:

- TQM application requirements.
- Stages of the application of total quality management.
- TQM tools and methods.
- Obstacles of the total quality management application.

Unit 3: Quality Circles:

- International specifications ISO 9000 and TQM.
- What is ISO 9000?
- Definition of ISO 9000 and its importance as a TQM certification.
- ISO 9000 family and its implementation stages.
- ISO 9000 application stages.
- Benefits of implementing ISO 9000 and its relationship to TQM.

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Unit 4: Benefits and Advantages of Obtaining ISO Certification:

- ISO and the concept of total quality.
- Dimensions of item quality of products.
- Dimensions of quality of service.
- ISO 9004 Quality Assurance Management and Quality System Components.
- After-sales services and their importance in the TQM framework.

Unit 5: Developing A University Education Community in The Light of TQM:

- Total Quality Management in America and Japan.
- Quality - Quality of Education - Total Quality Management.
- The importance of quality in education and the TQM total quality management definition.

Conclusion:

Upon completing this TQM total quality management conference, participants will be well-prepared to seek certification in TQM. This conference demonstrates their understanding and capability to apply TQM principles and tools professionally. The TQM total quality management certificate formally recognizes an individual's commitment to quality management excellence and continuous improvement within their organization.