MERCURY

TQM & Continuous Improvement Implementation Course

31 January – 4 February 2027
Cairo (Egypt)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

TQM & Continuous Improvement Implementation Course

Ref: 9368_266639 **Date:** 31 January – 4 February 2027 **Location:** Cairo (Egypt) **Fees:** 3500 Euro

Introduction:

The TQM and continuous improvement implementation training course will provide participants with comprehensive knowledge of the history and evolution of the quality concept and the history of quality gurus and tools.

The TQM and continuous improvement implementation course will focus on the applications of quality systems, models, and methodologies, including excellence awards, ISO systems, and breakthrough improvement methodologies such as Lean and Six Sigma.

This TQM and continuous improvement implementation course will help participants apply powerful quality tools to leading organizations. Participants will leave with best practices for selecting, designing, or applying quality organizational structures and tools.

Targeted Groups:

- Managers.
- Supervisors.
- Quality Management.
- Individuals are engaged in quality models, awards, ISO, and TQM implementation, as well as improving organizational performance.

Course Objectives:

At the end of this TQM and continuous improvement implementation course, the participants will be able to:

- Explain the importance of quality models and identify various quality concepts and frameworks quality gurus use.
- Discover the success elements of Total Quality Management TQM deployment.
- Use TQM improvement tools to enhance customer satisfaction and improve organizational processes.
- Describe various types of benchmarking tools and techniques to boost quality initiatives.
- Apply widely used improvement methodologies.

Targeted Competencies:

By the end of this TQM and continuous improvement implementation training, the target competencies will:

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

- Problem-solving.
- Apply quality tools.
- Select quality models and systems.
- Use Lean and Six Sigma applications.
- Change management.
- Understand ISO systems.
- Apply to benchmark.

Understanding of Total Quality Management TQM and Continuous Improvement in the Workplace:

If you want to understand Total Quality Management TQM and continuous improvement in the workplace training program, consider enrolling in a TQM certificate course. TQM is a management approach to improving quality and performance across all organizational functions.

TQM emphasizes a customer-focused perspective, employee involvement, process improvement, and data-driven decision-making. In essence, TQM is about continuously striving for excellence in all operations.

Consider developing a structured plan to implement continuous improvement effectively in your workplace. This training involves establishing systems and processes that encourage the ongoing enhancement of products, services, and workflows.

Participants will learn key steps in implementing continuous improvement, including fostering a culture that values innovation and learning, providing training to empower employees to identify and address areas for improvement, and establishing clear goals and metrics to measure progress.

By integrating TQM principles and implementing a robust continuous improvement program, organizations can enhance customer satisfaction, optimize operations, and drive sustained growth in today's competitive landscape.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Course Content:

Unit 1: Introduction to Total Quality Management Concepts:

- Definition of Quality and Quality Models.
- History of Quality.
- Defining TQM.
- TQM critical success factors.
- The Relationship Between ISO 9000 and TQM.
- Benefits of Implementing a Quality Model.
- The cost of poor quality.
- Compare the gurus Deming, Crosby, and Juran.
- National Quality Awards:
- The Malcolm Baldrige National Quality Award.
- EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award.
- Select the right model for your organization.
- The quality maturity ladder.

Unit 2: The Success Elements of TQM:

- Customer-driven quality.
- Plan, Do, Check, Act PDCA model.
- Eight-step problem-solving methodology.
- Process thinking.
- Eliminate the non-value-added.
- Management by facts and data.
- Continual Improvement and Kaizen.
- Enhance employee participation through idea-generating systems.
- Employee reward and recognition.

Unit 3: Improvement Tools and Methodologies:

- What is a quality tool?
- The seven quality control tools.
- Cause and effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, stratification.
- Brainstorming.
- Tree diagrams: how-how and why-why diagrams.
- Force field analysis.
- Affinity diagrams.
- Process mapping: 'the turtle.'
- Poka-yoke.
- Lean thinking.
- The Seven Types of Waste in Organizations.
- Understand the Visual Management and the "5S" Program.
- Six Sigma.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 4: Benchmarking as a Tool to Improve Quality and Business Processes:

- Define benchmarking and reasons to benchmark.
- Levels of benchmarking.
- Pros and Cons of Different Benchmarking Approaches.

Unit 5: Elements of a Continuous Improvement Process:

- The Eight Steps to Achieve Improvement.
- Critical Success Factors and Common Failure Factors in TQM.

Conclusion:

Upon completing a TQM and continuous improvement implementation course or training program, participants understand Total Quality Management TQM principles and how to implement Continuous Improvement strategies effectively in the workplace.

TQM, a management approach focused on improving quality and performance across all organizational functions, emphasizes continuous enhancement driven by customer needs and data-driven decision-making.

Participants in this TQM and continuous improvement implementation course learn practical methods for implementing continuous improvement, including establishing systems, processes, and a supportive culture that encourages innovation and learning.

The TQM and continuous improvement implementation training also involve creating a continuous improvement implementation plan with clear goals and metrics to track progress.

By earning a TQM certificate and mastering the tools provided in such training, professionals can lead their organizations toward sustained excellence, enhanced customer satisfaction, and optimized operational efficiency through a culture of continuous improvement.