MERCURY

Total Quality Management (TQM) for Training Activities

28 March – 1 April 2027
Kuala Lumpur (Malaysia)



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Total Quality Management (TQM) for Training Activities

Ref: 15106_296344 **Date:** 28 March – 1 April 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction:

The advent of global standardization and recognition of human capital's critical role in securing a sustainable competitive edge have underscored the necessity of integrating Total Quality Management TQM practices within training activities.

This TQM total quality management course delves into the strategic significance of training. It outlines a meticulous action plan for augmenting the quality of training activities, thereby maximizing the return on investment.

Enhance your organization's performance with our comprehensive Total Quality Management TQM course, designed specifically for effective training activities. Dive into the strategic importance of human capital and gain insights into how TQM principles can advance your training initiatives.

Effectiveness of Training Activities through TQM:

Integrating Total Quality Management TQM principles into training can lead to a transformative change within an organization. Learn about the process, principles, and advantages of TQM and how to utilize TQM tools to develop and improve training programs effectively. Grasp the development of TQM strategies and how they intersect with human resource management to construct an enduring competitive streak through enhanced human capital.

Targeted Groups:

- Human Resource Managers.
- Employees holding High Administrative Levels.
- HR Planning Staff.
- Human Resources Affairs Personnel.
- Human Resources Staff.
- Training, Human Resources, and Administrative Development Officials are across various Ministries, Institutions, and Agencies.
- Individuals are seeking skill development and expertise in TQM applications within training.

Course Objectives:

Upon completion of this Total Quality Management TQM training course, participants will be proficient in the following:

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- Strategize training frameworks using a comprehensive quality approach.
- Articulate the advantage of training management within the organizational administrative structure.
- Comprehend training and development premised on individual merit.
- Conduct training needs assessments within a contemporary context.
- Steer and manage quality-driven projects across diverse domains.
- Learn How to Familiarize yourself with the international standard ISO 10015 and its application to elevate training quality.
- Apply the actual procedures for achieving the international standard 10015.

Targeted Competencies:

Upon completion of this Total Quality Management TQM training course, participants competencies will:

- Leadership and Strategic Planning.
- Customer Focus and Satisfaction.
- Process Management and Improvement.
- Performance Measurement and Analysis.
- Employee Involvement and Empowerment.
- Continuous Improvement and Innovation.
- Supplier Partnership and Collaboration.
- Quality Tools and Techniques Proficiency.
- Problem-solving and Decision-Making Skills.
- Communication and Teamwork.
- Organizational Learning and Knowledge Management.
- Change Management and Adaptability.

Course Content:

Unit 1: Training as a Strategic Concept:

- Define the concept of modern strategic training.
- Train benefits for the individual and the organization.
- Train needs analysis.
- Know the basics of measuring training needs.
- Explore the skills of designing and arranging scientific materials.
- Mechanisms for providing training.
- Train evaluation process.
- Evaluate and reinforce the training process.
- Learn about the types and methods of training.

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Unit 2: Concepts in Total Quality:

- Aspects and dimensions of quality.
- Know the elements of a comprehensive quality system.
- Kaizen concept.
- Learn about the Tools in Quality 5S, Turtlagram, and Fishbone Diagram.
- Costs of quality.

Unit 3: Leading and Managing The Qand Fishbone Diagrams:

- The concept of situational leadership.
- Leadership or management.
- Leader.
- Followers.
- Lead quality teams.

Unit 4: Competencies and Training Plans Stock:

- Forecast human resource needs.
- Enhance the stock of competencies through training plans.
- Promote replacement schemes using training plans.

Unit 5: ISO 10015 Application:

- What is ISO?
- The ISO standard is an end or a means.
- ISO culture, organizational culture, and organizational transformation.
- Understand the transformation projects and ISO projects.
- Review of ISO 10015 requirements.