



## TQM Continuous Improvement Internal Auditing Reporting Skills

08 - 12 Sep 2024  
Kuala Lumpur (Malaysia)



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**Ref.:** 15121\_265876 **Date:** 08 - 12 Sep 2024 **Location:** Kuala Lumpur (Malaysia) **Fees:** 3900 Euro

## Introduction:

The TQM continuous improvement and internal audit report writing 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.

The TQM continuous improvement and internal audit report writing 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 TQM continuous improvement and internal audit report writing course will help participants apply powerful quality tools in leading organizations. Participants will leave with best practices for selecting, designing, or using quality organizational structures and tools.

## Internal Audit Report Writing Skills in TQM Continuous Improvement:

Developing practical internal audit report writing skills is crucial for auditors to communicate the findings of their audits and recommend actionable improvements. This TQM continuous improvement and internal audit report writing course will delve into the purpose of an internal audit report, the definition of the internal audit report, and how to craft reports that align with the concept of continuous improvement by TQM.

Participants will learn internal audit report writing training methodologies that enhance the quality of their reporting while fostering continual improvement in TQM. The TQM continuous improvement and internal audit report writing program aspires to help attendees master internal audit report writing skills and implement continuous improvement strategies within their organizations by leveraging TQM principles.

## 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 continuous improvement and internal audit report writing 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:

At the end of this TQM continuous improvement and internal audit report writing training, the participant's competencies will:

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

## Course Content:

### Unit 1: Introduction to Total Quality Management Concepts:

- Define quality and quality models.
- History of Quality.
- Defining TQM.
- TQM critical success factors.
- Know the relationship between ISO 9000 and TQM.
- Learn about the benefits of implementing a quality model.
- The cost of poor quality.
- Compare the gurus Deming, Crosby, Juran, etc..
- National Quality Awards:
  - The Malcolm Baldrige National Quality Award.
  - EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award.
- Select the suitable 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.
- Explore continuous 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.
- Explore the seven types of waste in organizations.
- Learn about visual management and the 5S program.
- Six Sigma.

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

- Define benchmarking and reasons to benchmark.
- Levels of benchmarking.
- Understand the pros and cons of different benchmarking approaches.

## **Unit 5: Elements of a Continuous Improvement Process:**

- Explore the eight steps to achieve improvement.
- Understand critical success factors and common failure factors in TQM.



**Registration form on the :  
TQM Continuous Improvement Internal Auditing Reporting Skills**

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