

**Course title:** Total Quality Management

**Course Description:**

The course presents trainees with the fundamental theory behind the quality concepts and discusses the evolution of total quality management. To fully understand the total quality management movement, the course exposes the philosophies of notable individuals who have shaped the evolution of total quality management. Their philosophies and teaching have contributed to our knowledge and understanding of quality today. Finally, the course emphasizes an integrative view of total quality management based on the philosophies of the quality gurus.

**Course will also include an in-session workshop.**

**Course Learning Outcome**

- To provide trainees with the fundamental concepts of quality, Quality Definitions, Quality Dimensions, Contexts, Quality Elements.
- To present trainees with the theoretical foundations of total quality management and its evolution.
- To provide a comprehensive review of the most notable quality gurus, their quality philosophies and their contributions to the field of total quality management.
- Demonstrate the importance and role of quality management and the consequences of poor quality
- How TQM works effectively and sufficiently in industrial and service organizations
- The important tools and techniques for achieving TQM
- To provide an understanding of how continuous improvement can be achieved through customer focus, process improvement and total involvement

**Course Certification:** At the end of the course, attendees will be presented with a KHDA (Knowledge and Human Development Authority's) attested certificate.

**Who should attend:** Public & Private Sectors Managers, Directors, Engineers, Supervisors, TQM Officers, Team Leaders, Team Members, Policy Makers, students and anyone with an interest in the subject to enhance their knowledge and value to their professional profile.



- عضو في مؤسسة محمد بن راشد لتنمية المشاريع الصغيرة والمتوسطة.
- معترف عليه من قبل هيئة المعرفة والتنمية البشرية في دبي
- عضو في غرفة تجارة وصناعة دبي.
- مرخص من قبل دائرة التنمية الاقتصادية في دبي.