



Training on Introduction to Total Quality Management TQM

Course Duration: Two Days(8-sessions)

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INTRODUCTION

Total Quality Management offers a holistic approach from Senior Management to the Shop floor within an organisation, and is centred on quality. With the aim and objective of increasing customer satisfaction and improving the efficiency and effectiveness of the organisation through the participation of all its employees.

Total Quality Management provides a framework for this and more importantly for Continuous Improvement within an organisation by integrating the three main drivers of change:

- Effective Team Working
- Quality Systems & Management
- Lean Process Management

Once implemented these three tools directly help organisations to achieve World Class Status.

This awareness programme will leave delegates with the ability to recognise the mechanics of the TQM process and how to incorporate the many and varied tools and techniques to improve their processes and ultimately deliver their products and services to their customers more cost effectively. Delegates will understand what is required to get actively involved in a TQM Programme in their own organisation; as an individual, as a team member, as a TQM facilitator or as a Programme Champion.

OBJECTIVES

In today's world where customer satisfaction and competitiveness are a function of quality levels, individuals with the capacity to successfully implement Total Quality Management (TQM), represent a priceless asset to any organisation. This course exposes participants to contemporary knowledge and techniques of TQM, enabling them to articulate and implement quality improvement processes in the workplace, in line with the philosophy of TQM.

COURSE CONTENT

This course gives an introduction to the concepts and methods that lie behind TQM. Using the tried and tested Juran approach, delegates will learn that TQM is much more than a management technique and how it can become an organisation-wide improvement programme. The course combines presentations, worked examples and practical application. Using a normal everyday example, some basic TQM concepts and techniques are explained and applied using the 'Learning By Doing' approach.

Strategy -

- * The importance of the TQM process is that the organisation is provided with a common reference point & language with which to address & tackle the issues that are important to the success of the business.

Recognising the Need for Change -

- * what do customers pay for & what do they really expect?
- * can the organisation really get behind their business objectives?
- * does an effective quality policy exist?
- * are customer expectations understood & if so are they being met?
- * is 99% good enough ?

The Customer Focus -

- * do you really care about your customer?
- * what is a customer?
- * who are your customers?
- * how is satisfaction & dissatisfaction measured?
- * are customer requirements understood & agreed?

Process Definition -

- * what is a Process?
- * are critical Processes Understood?
- * how can we improve the process
- * setting the goals

The Benefits of Teamwork -

- * characteristics of a successful team
- * the team mentality
- * the team experience
- * team dynamics.

Process Improvement -

- * the Process Model
- * basic improvement tools & techniques
- * tool selection
- * the Plan - Do - Check - Act (PDCA) Approach
- * action plans

Standardisation -

- * the need for standardisation
- * levels of standardisation
- * holding the gain
- * implementation plans

CERTIFICATE

Participants qualifying written examination shall be awarded certificate of successful completion of the course.

WHO SHOULD ATTEND

• Technical Managers • Quality Engineering Team • Quality Managers • Laboratory Personnel • Production Managers • Quality Management Consultant • Engineers • Quality Control Executives • Metrology/Standard room personnel • S.Q.C/ SPC Team

Students from Engineering, Management, and Science Streams.

About us

Shreyas Quality Management System is a Consultancy Development Centre(CDC), Govt. of India Accredited, and IMS(ISO9001QMS,14001EMS & OHSAS18001)certified Training & Consultancy Organization focused on organizational performance improvement through the globally accepted tools such as ISO 9001, ISO14001 EMS, ISO5001EnMS,TS16949,NABL ISO 17025,ISO15189,ISO27001 ISMS,OHSAS 18001, SIX SIGMA, 5 S/Kaizen, TQM, quality costs, design of experiments(DOE) etc. It has helped many organizations both from manufacturing and service sectors to analyze and improve their performance through well-established systems. It has team members possessing a wide spectrum of professional qualifications, experience and expertise which could effectively and efficiently address improvement issues which are of importance to your business / organization. It has provided consultancy to more than 200 organizations both from manufacturing and service organizations for quality improvement.

Organised by-

SHREYAS QUALITY MANAGEMENT SYSTEM (SQMS)

(Consultancy Development Centre, Govt. of India Accredited, and IMS certified Training & Consultancy Organization)

Training & Consultancy for-

- Six Sigma, TQM - Quality Award, Quality Cost, TPM, SQC
- ISO 9001QMS; ISO 14001 EMS, QS 9000, OHSAS 18001, ISO 27001 ISMS, ISO 5001 EnMS
- ISO 17025/15189 (NABL Accreditation), NABH, HACCP, SEI-CMM,

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