TQM and Continuous Improvement for Project Success Training Course

16 - 20 Nov 2026

Milan

5900 € (Per Person)

Ref: #PMP6765_75623

Course Introduction / Overview:

This comprehensive course provides a deep dive into the synergistic relationship between Total Quality Management (TQM) and Continuous Improvement (CI) methodologies within the dynamic context of project management. It is designed to equip professionals with the strategic and tactical skills needed to embed a culture of quality and relentless improvement into every phase of the project lifecycle. Moving beyond theoretical concepts, this program focuses on the practical application of proven tools and techniques to enhance project outcomes, increase stakeholder satisfaction, and drive organizational excellence. We will explore the foundational principles laid out by quality pioneers like W. Edwards Deming, whose work, particularly in his seminal book "Out of the Crisis", transformed modern management. Participants will learn how to integrate frameworks such as Kaizen, Lean, and Six Sigma to systematically identify inefficiencies, eliminate waste, and optimize processes. BIG BEN Training Center has developed this curriculum to bridge the gap between quality theory and real-world project challenges, ensuring that every participant leaves with a clear roadmap for implementing these powerful concepts to deliver projects on time, within budget, and to the highest standards of quality.

Target Audience / This training course is suitable for:

- Project Managers and Project Leaders.
- Quality Assurance and Quality Control Professionals.
- Program Managers and Portfolio Managers.
- Operations Managers and Department Heads.
- Team Leaders and Supervisors.
- Process Improvement Specialists and Consultants.
- Engineers and Technical Leads.
- Business Analysts involved in project execution.
- Anyone aspiring to a role in project or quality management.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Construction and Engineering.
- Information Technology and Software Development.
- Healthcare and Pharmaceutical.
- Banking, Finance, and Insurance Services.
- Telecommunications.
- Government Agencies and Public Sector Organizations.
- Logistics and Supply Chain Management.
- Consulting Services.

Target Organizations Departments:

- Project Management Office (PMO).
- Quality Assurance and Control Departments.
- Operations and Production.
- Engineering and Product Development.
- Research and Development (R&D).
- Information Technology (IT).
- Strategic Planning and Business Improvement.
- Customer Service and Support.
- Human Resources and Training.

Course Offerings:

By the end of this course, the participants will have able to:

- Articulate the core principles of Total Quality Management and their application in projects.
- Implement the PDCA (Plan-Do-Check-Act) cycle for systematic problem-solving.
- Utilize a range of quality tools such as Pareto charts, fishbone diagrams, and control charts.
- Apply Lean principles to identify and eliminate the eight wastes in project processes.
- Lead Kaizen events to foster a culture of continuous improvement within project teams.
- Understand the fundamentals of the Six Sigma DMAIC methodology for process optimization.
- Integrate quality planning, assurance, and control throughout the project lifecycle.
- Develop key performance indicators (KPIs) to measure project quality and success.
- Champion a customer-focused approach to meet and exceed stakeholder expectations.
- Foster leadership skills necessary to drive and sustain a culture of quality excellence.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in a professional context. We move beyond traditional lectures to create an immersive learning environment built on a foundation of active participation. The course heavily features real-world case studies, allowing participants to analyze complex project scenarios and develop effective quality management strategies. Group discussions and collaborative workshops encourage the sharing of diverse experiences and perspectives, enriching the learning process for everyone. Hands-on exercises and simulations provide a safe space to practice using TQM and continuous improvement tools on typical project challenges. Our expert instructors facilitate sessions that are rich with practical examples and actionable insights. Continuous feedback is a cornerstone of our approach, with structured opportunities for participants to receive guidance on their work and reflect on their development. This blended learning model ensures a comprehensive understanding of both the theory and the practical application of TQM and continuous improvement in projects.

Course Agenda (Course Units):

Unit One: Foundations of Total Quality Management in Projects

- Introduction to Quality Management Concepts.
- The Evolution and Principles of Total Quality Management (TQM).
- The Philosophies of Quality Gurus: Deming, Juran, and Crosby.
- Understanding the Cost of Quality (COQ).
- Integrating TQM into the Project Management Framework.
- The Role of Customer Focus and Stakeholder Satisfaction.
- Establishing a Quality-Driven Project Culture.

Unit Two: Core TQM Tools and Techniques for Project Application

- The Deming Cycle: Plan-Do-Check-Act (PDCA).
- Problem-Solving with the Seven Basic Quality Tools (7-QC Tools).
- Utilizing Flowcharts and Process Mapping for Project Workflows.
- Root Cause Analysis using Fishbone (Ishikawa) Diagrams and 5 Whys.
- Data Analysis with Pareto Charts and Histograms.
- Introduction to Statistical Process Control (SPC) and Control Charts.
- Brainstorming and Affinity Diagrams for Team Collaboration.

Unit Three: Embracing Continuous Improvement and Lean Principles

- The Philosophy of Kaizen for Incremental Improvement.
- Introduction to Lean Thinking and its Core Principles.
- Identifying and Eliminating the Eight Wastes (Muda) in Projects.
- Value Stream Mapping (VSM) to Analyze Project Processes.
- The 5S Methodology for Workplace Organization and Efficiency.
- Implementing Gemba (Go and See) Walks for Direct Observation.
- Poka-Yoke (Mistake-Proofing) in Project Tasks and Deliverables.

Unit Four: Applying Six Sigma for Enhanced Project Performance

- Introduction to Six Sigma and its Core Concepts.
- Understanding the DMAIC (Define, Measure, Analyze, Improve, Control) Methodology.
- The Define Phase: Project Charters and Voice of the Customer (VOC).
- The Measure Phase: Data Collection Plans and Performance Metrics.
- The Analyze Phase: Identifying Root Causes of Project Defects.
- The Improve Phase: Developing and Implementing Solutions.
- The Control Phase: Sustaining Gains and Standardizing Processes.

Unit Five: Leadership, Culture, and Sustaining Quality in Projects

- The Role of Leadership in Driving a TQM and CI Culture.
- Employee Involvement, Empowerment, and Quality Circles.
- Strategic Quality Planning and Policy Deployment.
- Managing Change for Successful TQM Implementation.
- Measuring Project Success Beyond the Triple Constraint.
- Best Practices for Auditing and Reviewing Project Quality.
- Developing a Roadmap for Sustained Continuous Improvement in Your Organization.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond statistical tools and methodologies, how can an organization truly embed a philosophy of continuous improvement into its cultural DNA to ensure long-term project success?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by uniquely integrating the foundational principles of Total Quality Management with the agile and powerful methodologies of Continuous Improvement, all specifically tailored for the project environment. Unlike programs that teach these subjects in isolation, our curriculum demonstrates the synergistic power of combining TQM's strategic, customer-focused culture with the tactical, waste-reducing tools of Lean and Six Sigma. We move beyond mere theoretical instruction to focus on the practical challenges project managers face daily. The content is structured to address the entire project lifecycle, providing actionable strategies for embedding quality from initiation and planning through to execution and closure. Another key differentiator is our emphasis on leadership and cultural transformation. We recognize that tools are only effective when supported by the right mindset and organizational environment. Therefore, the course dedicates significant time to developing the leadership skills required to champion change, empower teams, and sustain a culture of excellence long after the project is complete. Participants leave not just with a toolkit, but with a holistic framework for driving meaningful and lasting improvements in their project outcomes.