Total Quality Management for Enhanced Productivity Training Course



26 - 30 Oct 2026

Cape town

4600 € (Per Person)

Ref: #PRO5513_279790

Course Introduction / Overview:

This course provides a comprehensive framework for integrating Total Quality Management (TQM) principles with strategies for enhancing operational productivity. In today's competitive landscape, organizations must move beyond simple quality control to embed a culture of continuous improvement in every process. This program delves into the core philosophies that drive operational excellence, drawing on the foundational work of pioneers like W. Edwards Deming. As Deming articulated in his seminal book, "Out of the Crisis," true quality improvement leads to decreased costs and increased productivity by reducing rework, mistakes, and delays. Participants will explore how to systematically identify and eliminate waste, optimize workflows, and foster an environment of employee empowerment and customer focus. BIG BEN Training Center has designed this course to be intensely practical, equipping attendees with the tools and methodologies needed to implement a robust Quality Management System (QMS). The curriculum bridges the gap between theoretical TQM concepts and their real-world application, ensuring that professionals can return to their organizations ready to lead initiatives that deliver measurable improvements in both quality and operational efficiency, ultimately driving sustainable business growth and customer satisfaction.

Target Audience / This training course is suitable for:

- Quality Assurance Managers and Engineers.
- Operations and Production Managers.
- Process Improvement Specialists.
- Team Leaders and Supervisors.
- Supply Chain and Logistics Professionals.
- Project Managers.
- Business Analysts.
- Department Heads seeking to improve efficiency.
- Anyone involved in implementing quality management systems.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Healthcare and Pharmaceutical Services.
- Logistics and Supply Chain Management.
- Information Technology and Software Development.
- Construction and Engineering.
- Banking and Financial Services.
- Hospitality and Customer Service.
- Telecommunications.
- Governmental agencies and public sector organizations.

Target Organizations Departments:

- Operations Department.
- Quality Assurance and Quality Control.
- Production and Manufacturing.
- Logistics and Warehouse Management.
- Research and Development.
- Customer Service and Support.
- Human Resources and Training.
- Project Management Office.
- Procurement and Sourcing.

Course Offerings:

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

- Develop a strategic plan for implementing a Total Quality Management system.
- Apply core TQM principles to drive a culture of continuous improvement.
- Utilize lean tools like Value Stream Mapping to identify and eliminate operational waste.
- Master root cause analysis techniques to solve complex quality problems effectively.
- Implement Statistical Process Control (SPC) to monitor and control processes.
- Design and track Key Performance Indicators (KPIs) for quality and productivity.
- Lead and motivate teams to actively participate in quality improvement initiatives.
- Align operational processes with customer expectations to enhance satisfaction.
- Benchmark performance against industry best practices for strategic advantage.
- Prepare their departments for compliance with standards like ISO 9001.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and focused on practical application. We believe that adult learning is most effective when participants are actively engaged in the process. This course moves beyond traditional lectures to incorporate a blend of dynamic learning techniques. A significant portion of the training will be dedicated to analyzing real-world case studies, allowing participants to dissect challenges and successes from various industries. Through facilitated group discussions and collaborative problem-solving workshops, attendees will share insights and develop solutions to complex operational scenarios. Hands-on exercises will provide practical experience with key TQM and lean tools, such as creating process maps and fishbone diagrams. Role-playing activities will simulate workplace situations, helping participants build confidence in leading change and communicating quality initiatives. Continuous feedback from the instructor and peers is a cornerstone of our approach, ensuring a supportive learning environment where every participant can master the concepts and skills needed to drive operational excellence in their organization.

Course Agenda (Course Units):

Unit One: Foundations of Total Quality Management and Operational Excellence

- Introduction to Total Quality Management (TQM) principles.
- The history and evolution of quality management.
- The philosophies of quality gurus like Deming, Juran, and Crosby.
- Understanding the direct link between quality and productivity.
- Defining operational excellence and its key components.
- The role of customer focus in a TQM framework.
- Establishing a vision for a quality-driven organization.

Unit Two: Core TQM and Process Improvement Tools

- The Plan-Do-Check-Act (PDCA) cycle for continuous improvement.
- Introduction to the 5S methodology for workplace organization.
- Root Cause Analysis techniques including the 5 Whys and Fishbone Diagrams.
- Process mapping and flowcharting to visualize workflows.
- Introduction to Statistical Process Control (SPC) and control charts.
- Data collection methods and basic analysis for quality improvement.
- Brainstorming and affinity diagrams for team-based problem-solving.

Unit Three: Lean Principles for Driving Productivity

- Understanding the core principles of Lean thinking.
- Identifying the eight deadly wastes (Muda) in processes.
- Value Stream Mapping (VSM) to analyze and improve information and material flow.
- Introduction to Just-In-Time (JIT) production systems.
- Poka-Yoke (error-proofing) techniques to prevent defects.
- The concept of Kaizen and creating a culture of small, continuous improvements.
- Applying lean principles in both manufacturing and service environments.

Unit Four: Advanced Frameworks for Quality and Performance

- An overview of the Six Sigma methodology and the DMAIC framework.
- Introduction to the ISO 9001 Quality Management System standard.
- Benchmarking as a tool for setting performance goals.
- Developing and implementing Key Performance Indicators (KPIs).
- Cost of Quality (COQ) analysis and its strategic importance.
- Business Process Re-engineering (BPR) for radical improvement.
- Integrating TQM, Lean, and Six Sigma for maximum impact.

Unit Five: Cultivating a Culture of Continuous Improvement

- The critical role of leadership in driving a quality culture.
- Strategies for employee empowerment and involvement.
- Managing change during a TQM implementation.
- Developing effective communication plans for quality initiatives.
- Training and development for a quality-conscious workforce.
- Sustaining momentum and making continuous improvement a daily habit.
- Capstone project workshop and creating a personal action plan.

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:

How can an organization effectively balance the drive for operational efficiency with the need for innovation and employee creativity within a TQM framework?

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

This course distinguishes itself by holistically integrating the philosophies of Total Quality Management with the practical, results-driven tools of operational productivity enhancement. Unlike programs that treat these as separate disciplines, our curriculum is built on the core premise that superior quality is the most direct path to sustainable productivity. We move beyond a purely theoretical examination of TQM principles to provide a hands-on, application-focused experience. Participants will not just learn about tools like Value Stream Mapping or Statistical Process Control; they will actively use them in simulated scenarios that mirror real-world business challenges. The course places a significant emphasis on the human element of quality management, dedicating substantial time to leadership, cultural transformation, and employee empowerment. This ensures that attendees learn not only what to do but also how to inspire and lead their teams to create a lasting culture of continuous improvement. The focus is on building strategic capabilities rather than just technical skills, empowering participants to become true agents of change who can deliver measurable and lasting operational excellence.