Total Quality Management (TQM) Fundamentals for Public Sector Operations Training Course

09 - 13 Nov 2026

Geneva

5900 € (Per Person)

Ref: #QUA5992_5249

Course Introduction / Overview:

The public sector faces unique challenges in delivering services efficiently while meeting the expectations of citizens. This training course is designed to provide public sector leaders, managers, and staff with the frameworks and practical skills to apply the principles of Total Quality Management (TQM) to their operations. It goes beyond a simple focus on private sector models to explore the unique challenges and opportunities of quality management in a public, non-profit, or government context. We will explore how to identify citizen needs, reduce bureaucracy, and implement continuous improvement processes that lead to better service delivery. The curriculum is informed by the foundational work of global academics like Joseph M. Juran, whose work on quality management has been applied to various sectors. His concepts, such as the "Juran Trilogy," which outlines the steps of quality planning, control, and improvement, are highly relevant to public organizations seeking to enhance performance and public trust. This program provides a clear blueprint for turning a complex system into a citizen-centered, highly efficient, and transparent organization. BIG BEN Training Center is committed to empowering public servants to deliver excellence.

Target Audience / This training course is suitable for:

- Public sector managers and team leaders.
- Government agency staff.
- Heads of public service departments.
- Continuous improvement specialists in the public sector.
- Public policy professionals.
- Compliance and audit staff.
- Strategic planners.

Target Sectors and Industries:

- Government agencies.
- Public administration.
- Healthcare and public health.
- Education.
- Utilities and public services.
- Non-profit organizations.
- National and international governmental bodies.

Target Organizations Departments:

- Public administration.
- Operations and delivery service.
- Policy and planning.
- Internal audit and compliance.
- Human resources.
- Citizen services.
- Information technology.

Course Offerings:

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

- Apply the core principles of TQM to public sector operations.
- Develop a citizen-centered service delivery model.
- Use quality management tools to reduce waste and inefficiency.
- Create a culture of continuous improvement in a public setting.
- Measure and report on service quality and performance.
- Lead a quality improvement project.
- Engage stakeholders in the quality process.
- Navigate the political and bureaucratic challenges of change.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in public sector quality management. The program incorporates detailed case studies of government agencies that have successfully implemented TQM principles to improve service delivery, as well as those that have failed due to a lack of leadership or buy-in. Mapping uses interactive workshops and process mapping exercises to practice critical skills like identifying a service bottleneck, designing a new process, and developing a performance measurement system. The course includes a hands-on group project where participants will work together to create a full quality improvement plan for a fictional public service. BIG BEN Training Center believes that hands-on training is essential for mastering these new ways of working. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to drive meaningful changes in their organizations.

Course Agenda (Course Units):

Unit One: Introduction to TQM in the Public Sector

- The unique challenges of public service.
- Core principles of Total Quality Management.
- The voice of the citizens.
- Case studies in public sector quality.
- Building a shared vision for quality.

Unit Two: The Foundation of Quality Management

- Process mapping and analysis.
- Identifying waste and inefficiency.
- Introduction to quality tools (e.g., Pareto charts, fishbone diagrams).
- Performance measurement and key indicators.
- Data collection and analysis.

Unit Three: TQM and Public Sector Leadership

- The role of leadership in a TQM culture.
- Engaging and empowering employees.
- Managing resistance to change.
- Building a culture of continuous improvement.
- Communicating the value of quality.

Unit Four: Citizen-Centered Service Delivery

- Understanding citizen needs and expectations.
- Designing a citizen-centered process.
- Service quality standards.
- Managing service encounters.
- Collecting and using citizen feedback.

Unit Five: Sustaining and Integrating TQM

- Developing a long-term quality strategy.
- Integrating TQM with existing systems.
- The role of technology in quality improvement.
- Lessons from global public sector examples.
- Developing 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 public sector leaders, who are often constrained by budgets and political pressures, effectively implement a long-term, systemic approach to quality management?

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

This training course is a highly specialized program that focuses on the critical, yet often overlooked, application of Total Quality Management principles to the public sector. We go beyond a simple focus on tools to provide a holistic framework for transforming public service delivery. Our curriculum is tailored to address the specific needs of public sector professionals, providing them with the frameworks to navigate the political, bureaucratic, and cultural challenges of change. The course distinguishes itself by emphasizing not only the technical skills needed to analyze processes but also the strategic and leadership skills required to build a culture of excellence in a non-profit-driven environment. By focusing on both the practical and the systemic aspects of TQM, this program provides an invaluable skill set that is essential for any professional committed to a career in public service.