



Total Quality Management (3 Days.)

Aim: Learn how to manage quality effectively.

Introduction:

To enhance the participants Knowledge, Abilities and Skills necessary to build an understanding of the philosophy and key elements of Total Quality Management

Workshop Aims:

By the end of the course the participant will be able to: -

- Understand of the philosophy of TQM.
- Explain the key elements of TQM.
- Improve quality performance.

Workshop Content

- The philosophy and underlying principles of TQM.
- The key elements of TQM.
- Customer expectations of quality.
- Process definition and structure.
- Process improvement techniques.
- Creativity and problem solving.
- Team oriented employee involvement in TQM.
- Leadership and achievement of quality results.

How You Will Benefit

- This seminar provides interpretation of the new standard
- It could be tailored to a particular needs of your organization
- This course is unique and never been delivered by any private organization in the region.
- The course is available in English and Arabic Languages for ease of understanding.

Designed for

