



Workshop on Total Quality Management (TQM): Tool Box for Continual Improvement

February 7 - 11, 2022, 1st Run: Lagos & Port Harcourt

August 1 - 5, 2022, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N180, 000 per Participant

For online: Delivery via Zoom

Time: 9am – 4:00pm everyday

Online course fee: N150, 000 per Participant

Available for In-plant Training

**USD Equivalent for foreign
Participants**

Program Overview:

The course will provide participants with comprehensive knowledge on the history and evolution of the concept of quality, as well as on the history of quality gurus and tools. Through various workshops and role plays the course will focus on applications of quality systems, models and methodologies including excellence awards, ISO systems and breakthrough improvement methodologies such as 'Lean' and 'Six Sigma'. This highly interactive course will help participants apply the powerful quality tools used in leading organizations. Participants will leave with best practices on how to select, design or apply quality structures and tools in their organizations.

For Whom:

Individuals, managers, supervisors and all those who are engaged in quality models, awards, ISO and TQM implementation as well as improving organizational performance.

Learning Objectives:

At the end of the programme, participants will be able to:

- Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus
- Discover the success elements of Total Quality Management (TQM) deployment
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Describe various types of benchmarking tools and techniques to boost quality initiatives
- Apply widely used improvement methodologies

Course Outline:

Day 1: Introduction to total quality management concepts

- Definition of quality and quality models
- History of quality
- Defining TQM
- TQM critical success factors
- The relationship between ISO 9000 and TQM

- Benefits of implementing a quality model
- The cost of poor quality
- Comparing the gurus (Deming, Crosby, Juran, etc.)
- National quality awards
- Selecting the right model for your organization
- The quality maturity ladder

Day 2: The success elements of TQM

- Customer driven quality
- Plan, Do, Check, Act (PDCA) model
- Eight-step problem solving methodology
- Process thinking
- Eliminating the non-value added
- Management by facts and data
- Continual improvement and Kaizen
- Enhanced employee participation and decision making through idea generating systems
- Employee reward and recognition

Day 3: Improvement tools and methodologies

- What is a quality tool
- The seven quality control tools
- Cause and effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, stratification
- Brainstorming
- Tree diagrams: how-how and why-why diagrams
- Force field analysis
- Affinity diagrams
- Process mapping: 'the turtle'
- Poka yoke
- Lean thinking
- The seven types of waste in organizations
- Visual management and the 5S program
- Six sigma

Day 4: Benchmarking as a tool to improve quality and business processes

- Definition of benchmarking and reasons to benchmark
- Levels of benchmarking
- Pros and cons of different benchmarking approaches

Day 5: Elements of a continuous improvement process

- The eight steps to achieve improvement
- Critical success factors and common failure factors in TQM
- Case Studies

Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor,
23, Acme Road, Ogba, Industrial Scheme,
Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05,
E. Ekukinam Street, Utako District, Abuja

3 - Pakiri Hotel, 4 Okwuruola Street,
Off Stadium Road, Rumuola, Port Harcourt

Open Course Fee: N180, 000

In-plant Fee Negotiable

WORKSHOP FEE:

N180, 000 per participant, VAT –N13, 500.

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name:

Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8145745664, 234-8184727337
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