

**Course Overview:**

In this course participants will recognize how Total Quality Management differs from traditional management practices.

**Course Objective:**

- Recognize elements of a quality cost reporting system.
- Identify elements of a Total Quality Management organizational culture.
- Identify steps for assessing your organizational static's.
- Recognize roles of the quality leader.

**Course Outline:**

- Total Management Basics
- Fundamental Concepts
- Compare With Traditional Management Practices.
- Key Thinkers In The Evolution Of TQM.
- Types of Quality Costs.
- Elements of A Quality Cost Reporting System.
- Foundations For Total Quality Management
- Communication In A Quality Management Framework.
- Elements of A TQM Organizational Culture.
- Elements of Total Quality Structure.
- Best Ways to Deal with Organizational Change.
- Preparing For Total Quality Management
- Steps for Assessing Your Organization Strategy.
- Steps for Assessing Your Organization Static's.
- Characteristics of A Learning Organization For Quality Management.
- Roles Of The Quality Leader.
- Guidelines for Achieving Top Management Support for a Total quality system.

**Who Should Attend:**

This curriculum is aimed at all individuals who wish to input to and improve quality within their organization

**Training Language:**

EN / AR

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation