Total Quality Management (TQM) Course Outline

- Introduction to Quality and Total Quality Management (TQM)
    - 7 Stages to Achieve TQM
- History of TQM
- Strategy Development & Deployment
    - TQM and the Business Direction
- Quality Definition and Future State Desires
- Quality Target Setting
    - History of Failure
    - Waste / Inefficiency
    - Scrap and Rework
- Quick Response to Problem Solving
    - Root Cause Analysis (RCA) Principles
    - Basic Problem Solving Techniques
- High Level of Integration through Team Activity
    - Design and Process Collaboration
    - Prevention Tools Utilization
- Standardization and Recurrence Prevention
    - Standard Work
    - Standard Design
    - Design Database of Knowledge
- Process & Systems Approach to Quality Management
    - Systems Engineering
    - V Model
    - Risk Model
- Never-ending Continuous Improvement and Innovative Breakthrough
    - Kaizen
- Tools and Techniques to Assist in TQM