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