SME Toolkit Training Series

Workshop Overview: Quality Management

Overview: This Training Workshop provides the Participants with an in-depth, hands-on approach to Total Quality Management and Process Improvement (TQM). It focuses on the Principles and Philosophy enshrined in TQM; Process Improvement Tools and Techniques and the role of Participants in creating a supporting environment that is conducive to and facilitates TQM.

Objectives: At the end of this course participants will be able to:
(a) Reaffirm their commitment and support of the Vision, Mission and Values of their Organization.
(b) Demonstrate knowledge about TQM and the tools and techniques associated with Process Improvement
(c) Understand their (new) roles in leading the TQM implementation process
(d) Evangelize the “Quality Word” to all Staff; thereby strengthening communication and information flow pertaining to Quality and Customer Satisfaction throughout the Organization.

Audience: Managers, Supervisors, Heads of Departments, Quality Managers, etc.

Methodology: The training approach is based on the principles of adult learning. The course models a variety of effective training methodologies, including demonstration, practice, discussion, brain-storming, role play, games, and presentation. The use of these various
methodologies in this interactive workshop ensures that all learning styles can participate and be successful in this event.

At the end of this workshop participants will be able to:

**Outcomes:**

i. To sensitize Participants on the Principles and Philosophy enshrined in TQM

ii. To facilitate the achievement of a commitment to Quality, Effective Leadership, Changing the Culture and Managing Change

iii. To develop a common understanding amongst Participants on TQM and its application to all aspects of their Organization’s business

iv. To be able to apply tools and techniques associated with TQM and the Improvement of Business Process

**Materials:** Seminar Workbook (will be provided).

**Course Length:** Two (2) days