

DAY 1

Introduction to Quality Assurance and Control Improvement Techniques

- Overview and Learning Objectives
- Quality Assurance and Control Principles
- The Concept of Total Quality Management
- The Origin and Philosophy behind Total Quality Management (TQM)
- Deming's Fourteen Points
- Understanding Six Sigma Methodology
- Lean Principles
- Obstacles to Implementing Total Quality Management (TQM)
- Traditional Management vs. Total Quality Management
- Introduction to Multiple Quality Improvement Techniques

DAY 2

Principles of Quality Assurance and Control

- The Core Principles in Achieving Total Quality Management
- Prevention Not Correction
- Customer-focused Quality
- Establishing a Vision, Mission and Policy
- Identifying Opportunities for Organizational Continuous Improvement
- Building Quality through Teamwork
- Team-building and Leadership Exercise
- Enhancing Verbal and Non-verbal Communication Effectiveness

DAY 3

Techniques for Quality Assurance and Control Improvement

- Process Improvement
- Benchmarking: A Point of Reference
- The Baldrige National Quality Program (BNQP): Criteria for Performance Excellence
- EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award
- Cause and Effect
- Pareto Chart

- Control Charts
- Practical Scenarios of Implementation of Improvement Ideas
- Methods that Stimulate Creative Thinking
- Measuring Results
- Cost of Quality

DAY 4

Implementing a Culture of Quality – The Role of Total Quality Management

- Putting Principles into Practice
- Leadership: Taking Ownership of the Quality Leadership Philosophy
- Total Quality Management as leadership principle
- Tips for Developing and Coaching Quality Leaders / Employees
- Implement a Business Strategy driven by your Customers
- Focusing on Continuous Improvement – *The Role of Audit and Review*
- “Top-down” Leadership Commitment and Involvement
- Barriers to TQM Organizational Culture Change

DAY 5

Benefits of Quality Assurance and Control Improvement – Improvement Activities for Your Organization

- Benefits of Implementing Total Quality Management, “best practices”
- To the Customer – *Improved Quality*
- To the Employee – *Increased Satisfaction*
- To the Organization – *Better Performance*
- The Importance of Attitude and Professional Development
- Setting SMART Objectives for Continuous Improvement
- Outlining an Action Plan of Possible Improvement of Ideas for the Organisations