

TQM: Pareto, PDCA & Benchmarking

Learn to apply Total Quality Management principles, tools and measurement methods to drive continuous improvement and benchmarking.

18

MODULES

76

TOPICS

COURSE OVERVIEW

This course traces the historical evolution and philosophy of Total Quality Management, examining definitions of quality, quality management systems, standardisation and the European Quality Award. It covers quality tools such as Pareto diagrams, cause-and-effect diagrams, control charts and new management techniques, alongside measurement of customer and employee satisfaction, quality checkpoints and quality costing. It then addresses benchmarking, the PDCA leadership model, policy deployment, implementation stages and the development of a quality culture.

WHO THIS COURSE IS FOR

Quality Managers

Quality Engineers

Process Improvement Specialists

Operations Managers

Quality Assurance Teams

LEARNING OBJECTIVES

- Explain the historical evolution and philosophy of TQM
- Describe quality management systems and standardisation such as ISO 9000
- Apply quality tools such as Pareto and cause-and-effect diagrams
- Analyse new management techniques including matrix and affinity analysis
- Interpret measurement of customer and employee satisfaction
- Assess quality costing methods and their advantages and disadvantages
- Plan benchmarking activities and identify what can be benchmarked
- Apply the PDCA cycle to policy deployment and implementation stages

18 Modules, 76 Topics

01

Introduction

02

Historical Evolution of Total Quality Management

03

Some Definitions of Quality

TOPICS

Exceptional · Perfection or Consistency · Fitness for Purpose · Value for Money · Transformative · Conclusion

04

Philosophy, Principles and Concepts of TQM

TOPICS

- The Foundation and the Four Sides of the TQM Pyramid
- Focus on the Customer and the Employee
- Focus on Facts
- Continuous Improvements
- Everybody's Participation

05

Quality Management Systems and Standardization

TOPICS

- The Concept of System
- Quality Management Systems
- Joharry's New Window on Standardization and Causes of Quality Failures
- Standardization and Creativity
- ISO 9000 and BS 5750: A Stepping Stone to TQM?

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The European Quality Award

TOPICS

The Background to the European Quality Award · The Model · Assessment Criteria · Experiences of the European Quality Award

07

Tools for the Quality Journey

TOPICS

- The Quality Story
- The Seven+ Tools for Quality Control
- Check Sheets
- The Pareto Diagram
- The Cause-and-Effect Diagram and the Connection with the Pareto Diagram and Stratification
- Histograms
- Control Charts
- Scatter Diagrams and the Connection with the Stratification Principle
- **Case Example:** Problem Solving in a QC Circle Using Some of the Seven Tools (Hamanako Denso)
- Flow Charts
- Relationship between the Tools and the PDCA Cycle

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Some New Management Techniques

TOPICS

- Matrix Data Analysis
- Affinity Analysis
- Matrix Diagrams
- Prioritization Matrices and Analytical Hierarchies
- An Example

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Measurement of Quality: An Introduction

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Measurement of Customer Satisfaction

TOPICS

Introduction · Theoretical Considerations · A Practical Procedure

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Measurement of Employee Satisfaction

TOPICS

- Set Up Focus with Employees to Determine Relevant Topics
- Design the Questionnaire Including Questions about Both Evaluation and Importance for Each Topic
- Compile Presentation Material for All Departments and Present the Material to the Departments
- Carry Out the Survey
- Report at Both Total and Departmental Level
- Form Improvement Teams
- Hold an Employee Conference

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Quality Checkpoints and Quality Control Points

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Quality Measurement in Product Development

TOPICS

- Definition of the Quality Concept from a Measurement Point of View
- Direct Measurement of Quality
- Indirect Measurement of Quality

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Quality Costing

TOPICS

- The Concept of TQM and Quality Costs
- A New Method to Estimate the Total Quality Costs
- Advantages and Disadvantages of the New Method to Estimate Total Quality Costs
- Quality Cost Measurement and Continuous Improvements

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Benchmarking

TOPICS

What Is Benchmarking? · What Can Be Benchmarked? · How Is Benchmarking Carried Through?

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Leadership, Policy Deployment and Quality Motivation

TOPICS

- Introduction
- **The PDCA Leadership Model:** A Model for Policy Deployment
- Leadership and Quality Motivation
- Conclusion

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Implementation Process

TOPICS

Introduction · Four Stages of Implementation · Plan · Do · Check · Act

18

Quality Culture and Learning

TOPICS

- | | |
|---|--|
| ■ Introduction | ■ Corporate and Quality Culture |
| ■ The Concept of Culture | ■ Working with Quality Culture |
| ■ Organizational Theory and Corporate Culture | ■ Quality Culture, Quality Improvement and TQM |
| ■ Corporate Culture | ■ Quality Learning |
| ■ Classifying a Culture | ■ Conclusion |

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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