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TQM & Continuous Improvement Implementation in the Public Sector

Course Overview

The course will provide participants with comprehensive knowledge on the history and evolution of the concept of quality, as well as on the history of quality gurus and tools. The course will focus on applications of quality systems, models, and methodologies including excellence awards, ISO systems, and breakthrough improvement methodologies such as 'Lean' and 'Six Sigma'. This course will help participants apply the powerful quality tools used in leading organizations. Participants will leave with best practices on how to select, design, or apply quality structures and tools in their organizations.

Course Objectives:

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

- Explain the importance of quality models and identify various quality concepts and frameworks used by quality gurus
- Discover the success elements of Total Quality Management (TQM) deployment
- Use TQM improvement tools to enhance customer satisfaction and improve processes within their organization
- Describe various types of benchmarking tools and techniques to boost quality initiatives
- Apply widely used improvement methodologies

Course Coverage

Topic 1: Introduction to Total Quality Management Concepts:

- Definition of quality and quality models
- History of quality
- Defining TQM
- TQM critical success factors
- The relationship between ISO 9000 and TQM
- Benefits of implementing a quality model
- The cost of poor quality
- Comparing the gurus (Deming, Crosby, Juran, etc.)
- National Quality Awards:

- The Malcolm Baldrige national quality award
- EFQM, Dubai Quality Award, and HH Sheikh Khalifa Excellence Award
- Selecting the right model for your organization
- The quality maturity ladder

Topic 2: The Success Elements of TQM:

- Customer-driven quality
- Plan, Do, Check, Act (PDCA) model
- Eight-step problem-solving methodology
- Process thinking
- Eliminating the non-value-added
- Management by facts and data
- Continual improvement and Kaizen
- Enhanced employee participation through idea-generating systems
- Employee reward and recognition

Topic 3: Improvement Tools and Methodologies:

- What is a quality tool
- The seven quality control tools
- Cause and effect diagram, check sheet, control charts, histogram, Pareto chart, scatter diagram, stratification
- Brainstorming
- Tree diagrams: how-how and why-why diagrams
- Force field analysis
- Affinity diagrams
- Process mapping: 'the turtle'
- Poka-yoke
- Lean thinking
- The seven types of waste in organizations
- Visual management and the 5S program
- Six sigma

Topic 4: Benchmarking as a Tool to Improve Quality and Business Processes:

- Definition of benchmarking and reasons to benchmark
- Levels of benchmarking
- Pros and cons of different benchmarking approaches

Topic 5: Elements of a Continuous Improvement Process:

- The eight steps to achieve improvement
- Critical success factors and common failure factors in TQM

Targeted Groups:

- Managers
- Supervisors
- Quality Management

- Individuals who are engaged in quality models, awards, ISO and TQM implementation as well as improving organizational performance