

Total Quality Management (TQM)

A business firm has to maintain a high level of competitiveness if it is to survive and grow. Such competitiveness can only come from a greater commitment to provide customers with products or services better than the competitors can, and at the same time do it at the least cost, with the fastest and most reliable delivery—truly a very challenging combination!

Traditionally, managers believed that this blend of high quality products and services, low cost, and fast delivery was not possible because these goals were, it was thought, mutually conflicting. But there is a way to reconcile them—by practicing a philosophy and system of management that was originally conceptualized by Americans, developed and perfected by the Japanese, and accepted today as the most powerful basis for gaining competitive advantage: Total Quality Management (TQM).

Objectives:

At the end of the seminar, the participants will be able to

- 1) Understand the basic principles and concepts of TQM/continuous improvement and how they differ from traditional management practices
- 2) Learn the concept of *muda* or process waste and how to improve quality and productivity by identifying and eliminating them
- 3) Appreciate the requirements for quality in service operations
- 4) Understand the key factors for successful TQM implementation.

Agenda: The course covers the following:

- Coping with a turbulent business environment: lessons from Japan
- The changing paradigms of business
- The relationship between quality and productivity; the cost of quality and its components
- Principles and concepts of continuous improvement (*kaizen*) and the elimination of process waste
- Quality in a service enterprise
- Eleven pre-conditions for successful TQM implementation

Who should attend:

The course is suitable for all managers and supervisors particularly senior executives, production/service operations and human resource managers, and trainers.

Seminar Fee: P9,350 + P1,122 VAT

Facilitator: Enrico C. Mina / Jose S. Villegas

Number of days: 2 days

Seminar Dates: Aug 8-9'19, Oct 23-24'19, Dec 2-3'19