



Total Quality Management

2 Full Days

9:00am – 4:00pm

Topics Covered:

Benefits of Total Quality Management

- To the customer – improved quality
- To employees – increased satisfaction
- To the organisation – better performance

Total Quality Management

- Origins & history
- Definition
- Concepts philosophy

Principles of Total Quality Management

- Core principles
- Prevention not correction
- Customer focus

Techniques used in Total Quality Management

- Kaizen- constant improvement cycle
- Benchmarking
- Cause and effect
- Measurement
- Quality tools

Implementing Total Quality Management

- Principles into practice
- Leadership
- Commitment and involvement
- Organisational culture





Course Details:

Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enrol online.

Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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Last Updated: Mar 2012

Duration:

2 Full Days

Who should attend:

Managers, supervisors and decision makers who are seeking to improve the quality of service & deliverables to their internal and external customer.

Course Pre-requisites:

Nil

Related Courses:

Why not extend on what you have learned in this course? Envisage Training's basic, intermediate, and advanced ICT courses and Professional Development Courses will provide you with the training needed to give you every advantage. For Example:

- Presentation Skills
- Public Speaking
- Conflict Resolution