



PROJACS ACADEMY  
by @egis



# TQM and innovation in Performing Daily Operations

إدارة الجودة الشاملة والإبداع في تسيير الاعمال اليومية

18 – 22 December 2023

Dubai / UAE

## Introduction

The failure to make total quality management “total” is the reason for its lack of success in many organizations. The implementation of total quality management (TQM) has been an elusive target in many organizations. The quality landscape seems to be littered with organizations that could never find the first step to take on the path, those that had a furious but short-lived burst of activity, and those that half-heartedly conducted quality activities that never lead anywhere.

## Objectives

**By the end of this course trainees will be able to have a knowledge of :**

- Quality Standards and Benchmarking
- Performance Management
- Measurement Metrics
- Balanced Scorecards
- Key Performance Indicators
- Total Quality Management
- Kaizen Methods
- Supply Chain Management
- Leadership Styles and Dimensions
- Transforming Followers
- Leadership Performance and productivity
- Emotional Intelligence
- Key features of the TQM philosophy
- Tools for identifying and solving quality problems
- Quality awards and quality certifications

## Who Should Attend?

- Top Management
- Middle Management

## Course Outline

### Day One

#### **Quality Basics and Definitions**

- Definition and Concept of Quality
- History of Quality
- Benefits of Implementing a Quality Model
- Review of Common Quality Models
- Review of Quality Gurus
- Quality Philosophies
- Deming's 14 Points
- Juran's Trilogy
- Crosby's Zero Defects
- House of Quality and Quality Function Deployment (QFD)
- Six Sigma Methodology
- Lean Principles
- Total Quality Management

### Day Two

#### **Total Quality Management**

- Basic Principles
  - Customers And Suppliers
  - Continual Process Improvement
  - Team Driven
  - Measurement
- Implementation
  - Introduction to ISO
  - What is Quality?
  - The Triple Role
  - Process Approach
  - Focus Areas
  - Quality Policy
  - Quality Objectives
  - Training
  - Internal Quality Audits
  - Control Of Non-Conformances

## Day Three

### **Putting The Management in Total Quality Management: Creating A Strategic Framework**

#### **The Strategic-Framework Process**

- Mission And Vision
- Key Results Areas
- Key Results Measures
- Improvement Strategies, Projects, And Action Plans
- Monitoring The Framework
- Strategic-Framework Document
- Conclusion

#### **The Eight-Systems Model for Implementing Total Quality Management**

- These Eight Systems are:
  - Leadership
  - Structure
  - Quality Planning
  - Training
  - Rewards And Recognition
  - Quality Measurement
  - Communication
  - Quality-Improvement Activities
- Implementing and Integrating the System

## Day Four

### **TQM and Innovation**

- Introduction
- Innovation
- Why Innovation Matters
- Innovation leadership
  - Innovation Leadership Has Two Components
  - Business Thinking Versus Innovative Thinking
  - Six Innovative Thinking Skills
  - Leadership for Innovation
  - Leadership for Organizational Innovation Requirements
- TQM-Innovation Relation
- Innovation and Firm Performance
  - Integration between innovation types

## Day Five

### Methods For Quality Improvement

- Performance requirement
- Knowledge requirements
- The science of improvement
- Three types of measures
- The quality improvement model-the PDCA cycle
  - The model for improvement
- Change concepts ...
  - 9 categories of change
- Two continuous improvement methods
- The improvement process
  - Interventions phase
  - Impact and implementation phase
- Strategies for sustaining improvement

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7” Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

## Course Fees\*

- **3,200 USD**  
*\*VAT is Excluded If Applicable*

## المقدمة

إن الفشل في جعل إدارة الجودة الشاملة "شاملة" هو السبب وراء عدم نجاحها في العديد من المنظمات. لقد كان تطبيق إدارة الجودة الشاملة (TQM) هدفاً بعيد المنال في العديد من المنظمات. يبدو أن مشهد الجودة مليء بالمنظمات التي لم تتمكن أبداً من العثور على الخطوة الأولى التي يجب اتخاذها على الطريق، وتلك التي كانت لديها موجة نشاط مندفعة ولكنها قصيرة الأمد، وتلك التي أجرت أنشطة عالية الجودة بفتور ولم تؤدي أبداً إلى أي مكان.

## الإهداف

بعد الانتهاء من هذه الدور سيتمكن المشاركون من التعرف على:

- المعايير وقياس الأداء
- ادارة الأداء
- بطاقة الأداء المتوازن
- مؤشرات الأداء الرئيسية
- إدارة الجودة الكلية
- طرق كايزن
- إدارة الأمدادات
- أنماط القيادة والأبعاد
- أداء القيادة والإنتاجية
- الملامح الرئيسية لفلسفة إدارة الجودة الشاملة
- أدوات لتحديد وحل مشاكل الجودة
- شهادات الجودة

## الحضور

- الإدارة العليا
- الادارة الوسطى