

## **TOTAL QUALITY MANAGEMENT**

### **Key focus**

1. Understand the concept of TOM or TOC in the Japanese perspective
2. Acquire a good knowledge of contemporary TOM philosophies, principles and practices
3. Strengthen the notions of continual improvements in TOM
4. Apply Kaizen tools to effective problem solving and improvements
5. Analyze data in a much effective way
6. Establish team work for better implementation of TOM initiatives
7. Apply process mapping to eliminate waste

### **Who will benefit**

Those staff that are involved in spear-heading the TOM initiatives (members of the TOM steering committee) and staff from various departments that need to understand TOM principles

**Take The Next Step**

## Day one

### 1. Principles of TQM

- ▶ What is Quality to you?
- ▶ Introduction to the concept of “Quality”
- ▶ TQM’s development throughout history
- ▶ TQM is different from other quality concepts

0900-1030

### *Morning tea break*

1030-1045

- ▶ Company specific TQM journey
- ▶ TQM is listening to 3 voices
- ▶ Deming’s Chain Reaction

1045-1300

### 2. Voice of the customers

- ▶ Types of customers
- ▶ Input- output process
- ▶ Quality gap and quality edge phenomena
- ▶ Perceived quality and ideal quality

### *Lunch*

1300-1400

### 3. Introduction to change

- ▶ What is CHANGE
- ▶ Buy-in and adoption of change
- ▶ Improvements via effective change management

1400-1530

### 4. Team work

- ▶ 5 stages of team life cycle
- ▶ Team objectives
- ▶ Characteristics of a team

### *Afternoon tea break*

1530-1545

### 5. Voice of the process

- ▶ Process mapping
- ▶ Value added process vs. non- value added process
- ▶ Steps to maintain value- added processes

1545-1700

Take The Next Step

**Day two**

**6. Brainstorming**

- ▶ Definition of brainstorming
- ▶ Rules of brainstorming
- ▶ Conduct of brainstorming

0900-1030

**7. Analysis of problems**

- ▶ Ishikawa's Fish Bone Diagram
- ▶ Workflow diagrams
- ▶ Analysis of failures
- ▶ PDCA cycle

*Morning tea break*

1030-1045

**8. Costs of quality**

- ▶ Definition on costs of quality
- ▶ How to categorize costs of quality
- ▶ Are failure costs affordable?
- ▶ Elimination of failure costs

1045-1300

**9. Gemba Kaizen, Poka Yoke & 5S**

- ▶ What is kaizen?
- ▶ Innovation vs. continual improvements (Kaizen)
- ▶ Driving forces to Kaizen
- ▶ Classification of "MUDA" (waste) in Gemba Kaizen concept
- ▶ Introduction to 5S and its impact to TOM
- ▶ Poka yoke way to eliminate failure costs

*Lunch*

1300-1400

**10. Voice of the employees**

- ▶ Suggestion scheme
- ▶ QCC activities
- ▶ Competency of employees and its impact on TOM

1400-1530

**Take The Next Step**

### 11. Mode of delivery

- ▶ Interactive lectures
- ▶ Participative games

#### *Afternoon tea break*

- ▶ Videos
- ▶ Case studies
- ▶ Team projects

1530-1545

1545-1700

Take The Next Step