Joint Ventures · JV442

Certified Quality Manager (CQM): Organisational Excellence and Total Quality Management

Duration	Category	Ref
1 Week	**Joint Ventures**	**JV442**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

Organisations today operate in increasingly competitive environments where quality, efficiency, customer satisfaction, and continuous improvement are critical drivers of success. This course provides participants with a comprehensive understanding of Quality Management principles, Total Quality Management (TQM), and Organisational Excellence frameworks. Participants will explore the strategic role of quality management in achieving sustainable organisational performance, enhancing customer value, and fostering a culture of continuous improvement.

The course highlights internationally recognised quality concepts, management approaches, and excellence models that support organisations in their pursuit of operational excellence and long-term success.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and foundations of quality management.
- Recognise the role of quality in organisational success and competitiveness.
- Understand the concepts and practices of Total Quality Management (TQM).
- Explore organisational excellence models and frameworks.
- Identify key elements of effective quality management systems.
- Understand customer-focused approaches to quality improvement.
- Recognise the importance of leadership in driving quality and excellence.
- Understand performance measurement and continuous improvement concepts.
- Support organisational initiatives aimed at achieving excellence and sustainable growth.

Target Audience

- Quality Managers and Supervisors
- Department Heads and Team Leaders

- Operations Managers
- Business Excellence Professionals
- Project Managers
- Process Improvement Specialists
- Human Resources and Organisational Development Professionals
- Compliance and Risk Management Personnel
- Senior Executives and Decision Makers
- Professionals involved in quality, performance, and organisational excellence initiatives

Course Outline

Day 1

Foundations of Quality Management

- Evolution of Quality Management
- Quality Concepts, Principles, and Terminology
- The Strategic Importance of Quality
- Quality Assurance versus Quality Control
- Customer Focus and Stakeholder Satisfaction
- Cost of Quality and Organisational Performance
- The Role of Quality in Business Excellence

Day 2

Total Quality Management (TQM)

- Introduction to Total Quality Management
- Core Principles of TQM
- Customer-Centric Quality Management
- Employee Involvement and Empowerment
- Process-Based Management
- Continuous Improvement Philosophy
- Building a Quality-Oriented Culture

Day 3

Organisational Excellence Frameworks

- Understanding Organisational Excellence
- Excellence Models and Best Practices
- Leadership and Governance for Excellence
- Strategic Planning and Performance Alignment
- Innovation and Organisational Learning
- Benchmarking and Best Practice Approaches
- Sustaining Excellence in Dynamic Environments

Day 4

Quality Management Systems and Performance Excellence

- Quality Management Systems Overview
- International Quality Standards and Frameworks
- Process Management and Performance Improvement
- Key Performance Indicators (KPIs)

- Performance Measurement and Monitoring
- Risk-Based Thinking in Quality Management
- Continuous Improvement and Organisational Effectiveness

Day 5

Leadership, Change Management, and Continuous Improvement

- Leadership's Role in Quality and Excellence
- Managing Organisational Change
- Developing a Culture of Continuous Improvement
- Employee Engagement and Organisational Commitment
- Integrating Quality into Strategic Management
- Lessons Learned from High-Performing Organisations
- Future Trends in Quality Management and Organisational Excellence

Ask us for a date for this course

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