



Asia Masters Center

Comprehensive Quality Concepts Implementations in Municipalities and Local Administration



Financial analysis Modelling & forecasting

➔ Course Objective

- Define the major benefits to the organization of Total Quality Management
- Understand the impact of leadership to support quality management systems
- Develop measuring and improvement processes for quality assurance and control
- Describe how TQM can be introduced into their work place
- Identify useful quality improvement techniques for continual improvement
- Discuss the importance of quality standards, models and awards (ISO, TQM, Malcolm Baldrige, EFQM etc.)

➔ Target Audience

- Quality Assurance Managers
- Department Managers
- Team Supervisors
- Human Resource Managers
- Training Managers
- Customer Service Professionals



Course Outline

DAY 1

- **Introduction to Quality Assurance and Control Techniques**
- Course Overview and Learning Objectives
- Quality Assurance and Control Principles
- The Concept of Total Quality Management
- The Origin and Philosophy behind Total Quality Management
- Dr. Deming's Fourteen Points
- Understanding Six Sigma Methodology
- Lean Principles
- Obstacles to implementing TQM
- Case Studies and Best Practices
- Traditional Management vs. Total Quality Management

DAY 2

- **Principles of Quality Assurance and Control**
- The Core Principles in Achieving Total Quality Management
- Prevention Not Correction
- Customer-focused Quality
- Establishing a Vision, Mission and Policy
- Identifying Opportunities for Organizational Continuous Improvement
- Building Quality through Teamwork
- Team-building and Leadership Exercise
- Enhancing Verbal and Non-verbal Communication Effectiveness

DAY 3

- **Techniques for Quality Assurance and Control**
- Process Improvement
- Benchmarking: *A Point of Reference*

- The Baldrige National Quality Program (BNQP): Criteria for Performance Excellence
- EFQM, Dubai Quality Award and HH Sheikh Khalifa Excellence Award
- Cause and Effect
- Pareto Chart
- Control Charts
- Breakout Session: *The Power of Brainstorming for the Best Ideas*
- Methods that Stimulate Creative Thinking
- Measuring Results
- Cost of Quality

DAY 4

- **Implementing a Culture of Quality – The Role of Total Quality Management**
- Putting Principles into Practice
- Leadership: *Taking Ownership of the Quality Leadership Philosophy*
- Total Quality Management as leadership principle
- Tips for Developing and Coaching Quality Leaders / Employees
- Implement a Business Strategy driven by your Customers
- Focusing on Continuous Improvement – *The Role of Audit and Review*
- “Top-down” Leadership Commitment and Involvement
- Barriers to TQM Organizational Culture Change

DAY 5

- **Benefits of Quality Assurance and Control – Improvement Activities for Your Organization**
- Benefits of Implementing Total Quality Management “best practices”
- To the Customer – *Improved Quality*

- To the Employee – *Increased Satisfaction*
- To the Organization – *Better Performance*
- The Importance of Attitude and Professional Development
- Setting SMART Objectives for Continuous Improvement
- Practical Exercise: *What is your Action Plan?*
- Course Review and Feedback
- The design of financial models for forecasting and decision-making

➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➡ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

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