

Helping Create Performance Excellence

Practical TQM Implementation Methodology

2 Week Training Workshop

✓ Including Latest Tools and Methodologies

A 2 Week Training Workshop

What is Covered in this Workshop?

1. This program is intended to provide your Organization and your Department the In-house Capability to implement TQM or ISO-9001. This program is oriented towards Increasing Productivity and Quality by Implementing TQM/ISO-9000 in the Design, Engineering and Maintenance Departments. It will also provide the know-how for implementing TQM/ ISO-9000 as a Pilot Project so that at a later stage it can be Implemented throughout your organization. ISO-9000 Approach to Quality Management will be followed.
2. This program will help you Increase Productivity and Quality of your Products and Services (to internal and external customers) by Implementing TQM/ISO-9000 in the Design, Engineering Maintenance Departments.
3. This program provides your participant hands-on appreciation of the real meaning of Quality Assurance and how it can be implemented in Design, Engineering Maintenance Departments of your organization.
4. Developing In-house Capability to Implement TQM or ISO-9000 could be one of the Important reasons for sending participants to this program.
5. This program will also provide the know-how for implementing TQM/ ISO-9000 as a Pilot Project so that at a later stage it can be Implemented throughout your organization. ISO-9000 Approach to Quality Management will be followed.
6. After completion of this program the participant should be able to Implement and Manage Total Quality Management/ISO 9000 in his organization or his department either as a member of the Quality Project Implementation Team or as part of the Quality Operational Team.
7. This specialized program incorporates the Quality Management Technology compiled from and by agreement between the world's most advanced authorities on quality.
8. As a practical case-study the Participants will be taken step-by-step through the process of actual implementation of TQM/ISO-9000 in their Design, Engineering or Maintenance Department.

Workshop Content

In this program you will learn about

1. Major Practical Issues
2. Problems Faced
3. Customer Orientation
4. Future Trends
5. Industry Standard Terminology

Practical TQM Implementation Methodology Training (QA244)

6. Industry Methodologies, Standards Best Practices
7. Total Quality Management Overview. ISO9001, ISO9004-2. Product Standards: BS/DIN ...
8. Different Quality Standards applicable to Design, Engineering Maintenance Work.
9. Applicable Quality Management System Elements:-
10. Management Commitment Responsibility
11. Total Quality System for Design, Engineering Maintenance Activities.
12. Customer Contract/Requirements Review
13. Control of Design Activities (product services design and modifications)
14. Quality System Document Control (including using computer based document management system)
15. Ensuring Quality in Purchasing
16. Identification Traceability Issues
17. Design, Engineering and Maintenance Service Delivery Process (Planning Management)
18. Inspection Testing
19. TQM/ISO-9000 Requirements for Inspection Measuring Test Equipment being used.
20. Inspection Test Status of the Design, Engineering or Maintenance Activity.
21. Nonconforming Service and Corrective Action Control
22. Handling Storage Packaging Delivery
23. Requirements regarding Quality Records Maintenance
24. Internal Quality Audits Audit Checklists.
25. The Preliminary Audit: What will be required to be done in your organization.
26. How to do Self Assessment of your Quality System.
27. Procedure for third party assessment, Assessment procedure.
28. Relationship of the TQM/ISO-9000 Quality Management System with Organization's Management Information System.
29. Use of Computers.
30. Using Consultants to assist. Where they can and cannot help.
31. Coordinating Inputs with the other departments.
32. For Design, Engineering Maintenance Departments Preparing:
33. Quality Manual
34. Procedures to ensure Quality
35. Job Instructions
36. Forms Records
37. Preparing a Presentation: A Plan for ISO9001:2008 Implementation in your department/organization.
38. Real-life Quality Management Implementation Case Study.
39. Business Mapping of Operations
40. Flow Charts
41. Quality Assurance TQM Issues
42. Planning Issues
43. Program Specific Technology Issues
44. Program Specific Information Technology Issues
45. Computerized Management System Implementation
46. Management Issues
47. Management Information Needs and Related Systems
48. Outsourcing
49. Implementing Improvements in your Departments
50. Setting up Early warning system to Provide Decision Support Data
51. Workshop Case Studies 1
52. Workshop Case Studies 2
53. Program Recommendations
54. An Individualized Action Plan for each Participant.

Practical TQM Implementation Methodology Training (QA244)

Workshop Outcomes and Takeaways

Euro Training is in the business of providing practically useful training programs.

Programs that -

1. Help the participant implement systems in his organization
 2. Help the participant gain *multi-discipline* understanding of the issues related to Practical TQM Implementation Methodology so that he can incorporate the needs and expectations of all stakeholders and all his customers, in his improvement proposals and actions
 3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience
2. Organizations' strategic objectives
 3. Needs and expectations of the stakeholders/customers (internal and external)
 4. Good management practices
 5. Identifying opportunities to exceed stakeholder/customer expectations

A typical participant will take away a personalized action plan for himself, his business unit or his organization on how to apply the program contents to improve performance. The action plan may have two components:

1. A personal action plan
2. A business unit/organizational action plan

Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways-

1. Quickly make the participants competent, effective and productive on their job. Useful especially for
 1. Training new employees
 2. Competency building in existing employees transferred to a new assignment
 3. Training prior to a new project or initiative planned in the organization
2. Help the employee do his job well by developing competencies related to-
 1. Relevant technical knowledge and skills

3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

Individual Career Benefits for Participants

1. You gain a multi-discipline understanding of the issues. That means, when you make proposals or decisions on your job, you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal and external).
2. The action plan you take away will help you make a difference in your business unit or organization! When you talk about this difference you have made to your organization in your resume, you will be a prime candidate for career advancement in your own organization or in your next job(s).

Practical TQM Implementation Methodology Training (QA244)

3. Understanding and acting with understanding of the needs and expectations of your stakeholders/customers is known to enhance *job satisfaction* and reduce Monday morning blues.
4. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

This Workshop is Intended for...

Those new to the field take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

More experienced participants take away an individualized action plan as mentioned in the previous sections.

Implementation Teams: This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated
3. just prior to a consultant being hired to advise the organization

Each participant will take away a memorable and potentially life changing experience from the program.

No limitations are being placed on who can attend. If you are interested in the program outcomes and takeaways, or feel you can benefit from the organizational and personal benefits mentioned above, you are welcome to register for this program. Program instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group.

Language of Instruction

Unless otherwise stated the program instruction is in standard day-to-day English. Participants can request the instructor to provide a program vocabulary which will ensure they have no problem understanding the content.

Other language versions are being developed by our consultants and regional partners (including program in **French, German, Spanish and Arabic**). Please do contact us for your specific language needs.

Registration Recommendations

Team Nominations: This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

Single nominations will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

For Latest Workshop Schedule Email

qa244@EuroTraining.com

www.eurotraining.com/bro/qa244.php

REGISTRATION FORM	
Program:	Practical TQM Implementation Methodology Training (QA244)
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
<u>Sponsored by:</u>	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

REGISTRATION INFORMATION

- To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
- Program Fee is
 - USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$9,790 per participant)
- Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
- Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
- Refund will not be considered where the participants cancel his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
- All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
- It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
- Provisional Registration:** You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
- Please note: No Live Voice Requests for Registration or Provisional Registrations.