

Certificate in Total Quality Management

Overview

Total Quality Management (TQM) works on the basis that every component within the business works towards the maximisation of production quality and satisfaction of the customers. This can be affected by numerous areas: customers; employee involvement; processes; communications; integrated system, etc. This course will teach you how to ensure quality in all areas of your business and understand the different factors that influence this.

Modules

- What is Total Quality Management (TQM)
- Describe the Evolution of TQM
- Concepts in TQM
- What is Cost Benefit Analysis?
- Explain the Principles of TQM Pyramid
- Kano's 5 Types of Quality
- Kinds of Measurements in TQM
- Explain the STINGER Principle
- Describe the Various Tools used in TQM
- Describe the Focus Areas of TQM
- Explain the Steps for the Quality Improvement Process
- Explain Four Absolutes of Quality Improvement Process
- Explain the Implementation of TQM
- Deming's 14 Points to Improve Quality
- List the Benefits of TQM

On course enrolment

- **167 course pages** in a PowerPoint Slides format that you can easily print
- **Real life examples**
- High quality info graphics that help you understand content
- Full Guidance Support
- **Awarding Organisation endorsement and Certificate**

Eligibility requirements

- There **is no previous experience or qualifications required** for enrolment.
- It is available to all students aged 18 or over, of all academic backgrounds.
- **Basic understanding of English** language is required to attend this course.
- You'll need a **smart device (PC/Mac/Tablet) with an Internet connection.**

Course Assessment

This course does not involve any written exams. Students will be assessed by Multiple Choice Questions (MCQ) and achieve 50% marks.

Course Duration

The course can be completed in a very short time. The pace for the course is set by the learners themselves the course material is downloadable and course registration will be valid for 12 months, so learners can complete the course with complete peace of mind and with no pressure at all.

Course Mode

This is a self-study course, students have 100% freedom to complete the course, and there is no time restriction on this course.

Career path

This course is valuable for anyone seeking work in a management; it may be done alongside or before other courses in management (long or short) so as to develop skills needed to go into the managerial line of work. This can also be done as a CPD course for those in current employment.

Fees: £150 + VAT

Fast Facts

Awarding Body: CPD Qualification, UK

Course Duration: 2-6 Weeks

Method of study: Online

Qualification Level: 1