



CIWCE/IRI Is Pleased to Announce One day
Training Course on
“TOTAL QUALITY MANAGEMENT”
(TQM)



INTRODUCTION:

Total Quality Management means that the organization's culture defined by and supports the constant attainment of customer satisfaction through an integrated system of tools, techniques, and training. This involves the continuous improvement of organizational processes, resulting in high quality products and services.

OBJECTIVES:

The objective of this workshop on Total Quality Management is to facilitate the organizations, how the cost can be reduced by improving the quality of the products, processes and boost-up the moral of the employees engaged in the manufacturing and other products. This workshop will also benefit the management and employees of the organizations to increase the productivity, efficiency and quality of their products.

Course Contents

- Today's Organizations
- Changes in Working Style
- 3 Important Relations
- Buying A Quality Product
- What is Quality
- Quality-British Quality Standard
- Goal of Total Quality Management(TQM)
- Quality Starts with Measurement
- How to Improve
- Kaizen's Super 5 S Model
- Purpose and Benefits of 5S Model
- World Class Standards
- Continuous Improvement Versus Traditional Approach
- TQM and Continuous Improvement
- Cost of Quality (COQ)
- Preventive Cost
- Appraisal Cost
- Internal Failure Cost
- External Failure Cost
- 5 Dimensions of Service Quality
- 8 Dimensions of Product Quality
- Deming's 14 Points
- PDCA Cycle
- Customer focus
- Customer Relationship Management
- Implementing TQM
- Obstacles in Implementing TQM
- Some Criticism on TQM
- Conclusion-If You Want Change, Implement TQM.

DATE

18 Feb, 2012
Saturday

TRAINING

FEE

Rs. 1500/- per participant

Registration

Deadline

17 Feb, 2012
Friday

METHODOLOGY

Lectures,
Exercises,
Activities &
Case studies

FOR

REGISTRATION

Contact

**Mr. Muhammad
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“**MARKETING
OFFICER**”,

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RESOURCE PERSONS

The workshop on Total Quality Management, which will be conducted by **Mr. Abdul Kareem, a Professional Accountant (ACMA, APA, MBA-Finance)**, who is an expert trainer with a vast experience of more than 18 years in field of training and teaching to the various cadres like students of Govt. Sector students. He is also the faculty member of Pakistan Institute of Public Finance Accountants

WHO SHOULD ATTEND

CEOs / COOs top level Management, Middle Management, Quality Assurance Managers, Financial/Cost Accountants, Production Managers, General/ HR/MR Managers, Administrative personnel, Industrial Managers, Supervisors other industrial professionals, Business Development Managers, Sales Managers & Sales Executives, Students of MBA and other Professional Bodies etc.

TRAINING HIGHLIGHTS

- Extensive notes and training module
- Use of training videos
- Quizzes
- Activates
- Certificates
- Tea and Lunch