StaffCPD | Affordable CPD for All

Certificate in Total Quality Management

CPD Certificate • Accredited by UK Versity and The CPD Certification Service

COURSE TYPE	DURATION	ASSESSMENT	STUDY MODE	ACCREDITED BY
CPD Certificate	4–6 weeks	Online MCQ (50% pass)	Online / Self-paced	UK Versity & CPD Certification Service

COURSE 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.

WHAT YOU WILL LEARN

- 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

ENTRY 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.

CAREER AND PROGRESSION

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.

ASSESSMENT & ACCREDITATION

This course does not involve any written exams. Students will be assessed by Multiple Choice Questions (MCQ) and achieve 50% marks. This course is accredited by UK Versity and The CPD Certification Service. On successful completion you receive a certificate you can verify at staffcpd.com/verify-your-certificate.

Course Fee: £20

100% online | Instant access on purchase | 12 months' access

BUY NOW
staffcpd.com

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