



Certificate in Total Quality Management

FEE	DURATION	DELIVERY	ASSESSMENT	CERTIFICATION
£75	4-6 Weeks	Online / Distance	MCQ Test	UK Versity / CPD

OVERVIEW

Total Quality Management works on the principle that every part of the business pulls towards maximising production quality and customer satisfaction. That spans customers, employee involvement, processes, communications and integrated systems. This course teaches you how to build quality into every area of your business and understand the factors that influence it.

WHAT YOU WILL COVER

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

WHAT'S INCLUDED

- Course content in printable PowerPoint slide format
- Real-life examples throughout
- High-quality infographics to aid understanding
- Full guidance and tutor support
- Awarding organisation endorsement and certificate

WHO IT'S FOR

Valuable for anyone moving into management, and a strong foundation before wider management study. It also works well as CPD for those in current employment.

ENTRY REQUIREMENTS

No previous qualifications or experience required. Open to all learners aged 18+, all backgrounds. Basic English and a PC, Mac or tablet with internet are needed.

WHY STAFF CPD

- Trusted, CPD-accredited training
- Downloadable course materials
- Study online at your own pace
- Certificate on completion
- Unlimited assessment attempts
- Affordable CPD for every team

Enrol today at www.staffcpd.com

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£75
per course