

Seminar Schedule

2020 – 2021

Doha Qatar | Muscat Oman



Total Quality Management (TQM)

The highest extensive Quality Management System (QMS)
and the EFQM – Excellence Model / Business Excellence.

Presence seminars / One-week course
conducted by
Academy for Quality and Certification



Total Quality Management (TQM)

TQM means to striving for market leadership for all products and services of the/your company.

The TQM - or "the highest extensive quality management system" - serves to introduce quality as a system target (!) and to guarantee it permanently. Quality is understood as a continuous process. In addition to qualitative product improvement, the topics of sustainability, customer and employee satisfaction and social commitment are also considered. A successful TQM only exists if all company processes are developed and lived by motivated and involved employees. In this seminar you will learn the elements, requirements and tools of TQM in order to be able to actively participate in the design of improvement processes in your organisation. Put your trust in quality and discover the possibilities for your company with TQM. Get to know the EFQM - Excellence Model and understand how to apply the basic principles and tools of Business Excellence. You will learn how to apply the EFQM basic concepts of Business Excellence and become proficient in using the EFQM RADAR logic and the tasks of an EFQM (European Foundation for Quality Management) assessor.



Target Groups

Managing directors, executives, project managers, quality managers; Leaders and managers for employees, collectives and working groups, Supervisors of production processes and team leaders; Production engineers and designers; Managers and employees of quality management in companies and institutions; Employees in the quality sector and specialized offices, Quality planning officials

TQM - Seminar dates

- from July to October 2020 all seminars cancelled because of Corona Pandemic
- November 2020 * one-week seminar in Doha, Qatar
- December 2020 * one-week seminar in Doha, Qatar
- from January 2021 * one weekly seminar per month in Doha, Qatar
- from January 2021 * one weekly seminar per month in Muscat, Oman

** Please book and order a seminar and let us know your preferred date. We will organise and confirm a fixed date.*

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Total Quality Management (TQM)

Seminar content and units in the One-week course

- The principles and the basic concept of the TQM philosophy.
- Total Quality Management according to EN ISO 9004.
- The quality understanding in the TQM concept.
- The principles of the European Foundation for Quality Management (EFQM) model and its guiding principles.
- Conditions for TQM and its benefits.
- Differences between classical quality assurance and Total Quality Management.
- The continuous improvement process - CIP.
- The PDCA cycle (Plan - Do - Check - Act).
- The conceptual procedure for CIP activities.
- Comparisons of methods (example: CIP-Kaizen).
- The different types of improvement and differentiation from other methods.
- Planning and implementation of improvement measures.
- Implementation in everyday practice.
- The EFQM - Excellence Model, the EFQM assessor, self-assessments, "Excellence"-award or term (The EFQM - European Foundation for Quality Management).
- Basic concepts of excellence, identification of strengths and potential for improvement.
- Key information and strategic issues (What is important for the organisation?!).
- Criteria model and RADAR assessment methodology.
- Identify strengths and improvement potential using EFQM RADAR logic.
- Assessment using the EFQM Excellence Model and the EFQM Excellence Assessment Matrix.
- Formulating, creating and writing the assessment report (feedback report), feedback statements/report (management report).



Seminar languages Arabic and English

Seminar location Depending on the number of participants, the seminar takes place in the conference room of an exclusive modern hotel or individually in your company

Requirements No special qualifications or preliminary lessons are required.
The seminar is perfect for employees from modern companies with the will and commitment to continuous improvement.

Certificate The participants receive a AQC-Diploma for successful training in TQM.

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Prices / Fees

Single order Price per person: 2.890,00 EUR*

Order in group of three or more Price per person: 2.500,00 EUR*

First-time customers receive an additional discount of -10% percent

* The price includes training documents, certificate by AQC-Diploma, biscuits and cold drinks.

An order and the payment must be made at least 1,5 – 2 month before the seminar.

Please note. Cancellation must be made at least three weeks before the seminar. After that the costs cannot be reimbursed / refunded.

The minimum number of seminar participants must be 5 persons. Otherwise we will organise a new date together.

Registration form / binding order

Fill out the form and send it to the Academy for Quality and Certification: info@aqc-germany.com

Delegate / participants Information

_____ Doha Muscat
TQM - seminar for the month preferred date Seminar location

Full Name (Mr. / Ms. / Dr. / Eng.)

Position

Telephone / mobile

Official E-Mail

Company Information

Company Name

Adress

City / Country

Person Responsible for Training and Development

Full Name (Mr. / Ms. / Dr. / Eng.)

Position

Telephone / Mobile

Official E-Mail

Name – Signature – Stamp of the company

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