

# Emerging Business

## Total Quality Management

### Curriculum

#### **Program Outline :**

##### **Module 1: Fundamentals of Total Quality Management**

- **Customer Focus:**

Prioritize understanding and meeting customer needs and expectations to ensure high levels of customer satisfaction.

- **Continuous Improvement:**

Emphasize ongoing improvement in all aspects of the organization to enhance quality and efficiency.

- **Employee Involvement:**

Foster a culture where all employees are engaged and committed to quality improvement.

##### **Module 2: Advanced Total Quality Management**

- **Strategic Quality Management:**

Develop strategies to integrate quality management into the overall business strategy, ensuring that quality objectives align with organizational goals.

- **Advanced Process Improvement:**

Utilize advanced techniques for process improvement, such as Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control), Lean methodologies, and Kaizen. Focus on reducing variability, eliminating waste, and enhancing process efficiency

- **Quality Leadership and Change Management:**

Learn leadership skills essential for driving quality initiatives and managing organizational change. Understand how to create a quality-focused culture and inspire employee engagement in quality improvement efforts.

### **Module 3: Practical Applications**

- **Process Improvement:**

Apply TQM principles to analyze and improve business processes. Use tools like process mapping, Six Sigma, and Lean methodologies to identify inefficiencies, reduce waste, and enhance productivity

- **Customer Satisfaction:**

Focus on understanding and meeting customer needs and expectations. Implement customer feedback mechanisms to gather insights and continuously improve the quality of products and services

- **Employee Engagement:**

Foster a quality culture by involving employees at all levels in quality improvement initiatives. Encourage teamwork, provide training, and empower employees to take ownership of quality in their respective areas.

### **Module 4: Capstone Project**

- **Process Assessment:**

Conduct a comprehensive assessment of current business processes to identify areas for improvement.

Collect data and analyze process performance to understand existing inefficiencies and quality issues.

- **Quality Management System (QMS) Implementation:**

Develop and implement a Quality Management System (QMS) based on TQM principles.

Define quality standards, procedures, and documentation requirements to ensure consistent quality.

- **Process Improvement Initiatives:**

Apply TQM tools and techniques, such as Six Sigma, Lean, and Kaizen, to improve process efficiency and reduce waste.

Implement solutions to address identified quality issues and enhance overall process performance.

## **Elective Modules**

- **Lean Six Sigma:**

Dive deeper into Lean Six Sigma methodologies to improve process efficiency, reduce waste, and enhance quality. Learn advanced techniques for problem-solving and process improvement.

- **Quality Audits and Compliance:**

Gain expertise in conducting quality audits and ensuring compliance with industry standards and regulations. Learn how to assess and improve quality management systems through comprehensive audits.

- **Advanced Statistical Process Control (SPC):**

Learn advanced statistical methods for monitoring and controlling processes. Understand how to apply Statistical Process Control (SPC) techniques to ensure consistent and predictable quality in products and services.

## **Websites:**

- <https://chools.in/>
- <https://ramaqchools.com/>
- <https://www.choolsgroup.com/>