



CENTER FOR  
GLOBAL BEST PRACTICES

“Enhancing Global Competitiveness Through Best Practices”

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## TOTAL QUALITY MANAGEMENT

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**THURSDAY & FRIDAY, FEBRUARY 12 & 13, 2026 \* 9:00AM TO 12:00NN via ZOOM**  
**THURSDAY & FRIDAY, FEBRUARY 19 & 20, 2026 \* 9:00AM TO 12:00NN via ZOOM**

### LEARNING OBJECTIVES OF THE PROGRAM:

- Detailed knowledge and information about total quality management.
- The required skill, understanding and confidence to partake in and play a significant role in the implementation of a total quality management system in the organization in turn supporting career growth and progression.
- Provide the necessary confidence and knowledge to train other professionals on total quality management.
- The ability and knowledge to contribute to organizational growth and development by delivering better quality, following the requirements of clients.
- The confidence, experience and understanding to check existing processes and procedures followed within the organization for adherence to standards set and suggesting changes if required.
- The required skillset and capabilities to work with advanced tools and concepts to set up total quality management systems within the organization.
- The knowledge, confidence and experience to work in any organization or industry in quality management related roles, thereby increasing avenues for career growth and progression.

### PROGRAM OUTLINE

#### Module 1 - Overview of Total Quality Management

- Definition
- History
- Critical success factors

#### Module 2 - Principles of Total Quality Management

- Commitment from management
- Employee empowerment
- Continuous improvement
- Customer focus
- Process-centered
- Integrated system
- Strategic and systematic approach
- Fact-based decision making
- Effective communication



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### **Module 3 - Phases of Total Quality Management**

- Planning phase
- Do phase
- Check phase
- Act phase

### **Module 4 - Tools for Total Quality Management**

- Benchmarking
- Failure Mode Effect Analysis
- PDCA (Plan-do-check-act) cycle
- Process management
- SWOT & PESTLE
- Statistical process control
- 7 QC Tools
- DMAIC
- LEAN Concepts
- JIT / Kan Ban / Push Pull

### **Module 5 - Elements of Total Quality Management**

- Ethics
- Integrity
- Trust
- Capacity & Skills set Building
- Teamwork
- Leadership
- Rewards & Recognition
- Communication

### **Module 6 - Benefits of Total Quality Management**

- Increased awareness of quality culture organization-wide
- Special emphasis on teamwork
- Commitment towards continuous improvement
- Cost and defect reduction
- Increased customer satisfaction

### **Module 7 - Steps to Implement a Total Quality Management System**

- Change Management
- Vision and mission alignment with Leadership and Employees
- Identify critical success factors (CSFs)
- Processes/sub-processes mapping
- Train and re-train employees
- Develop improvement plan
- Measure and report



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### **Module 8 - Challenges to Total Quality Management**

- Constraints by quality culture
- Leadership & Management Styles
- Lack of employee commitment
- Effective Communication Channels
- Quality certifications
- Customer Relationship Management

This special training is aligned with the “Leading in a Continuously Changing Environment” core competency of the Career Executive Service Board (CESB), where TQM is identified as a critical learning area. This equips government executives and third-level eligibles with the mindset and tools to drive innovation, build high-performance teams and deliver sustained value to citizens.

**For query, consulting requirements or request for in-house training programs,  
please contact:**

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