



# TOTAL QUALITY MANAGEMENT



**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**

***"Quality is never an accident;  
it is always the result of intelligent effort."***

*-John Ruskin*

Whether you are leading a public institution or a private enterprise, Total Quality Management (TQM) offers a proven framework to streamline operations, reduce costly errors and drive customer loyalty. Rooted in ISO 9000 and global best practices, TQM empowers every team member to contribute meaningfully toward one goal: delivering consistent, high-quality outcomes.

In this four-session online training, we will provide participants with an in-depth understanding of the key concepts, 8 core principles, drivers and methods of TQM– supported by practical examples and real-world applications. You will gain actionable insights on fostering a quality-focused culture, engaging your workforce, aligning strategy with operations and making data-driven decisions to continuously raise performance standards.

**Enroll now and take that leap toward building a high-performance organization!**

**Course Director & Lecturer: Mr. Kama Neson Ganeson**

He is a Malaysia-based Master Trainer for various management systems including ISO 9000, 9001, 10002, 14001, 18001, 22301, 31000, 20000, TS16949, 27001. He has rolled out many international quality and customer management training programs in Vietnam, Malaysia and the Philippines both for the public and private sectors with brand names such as AMEX, Sitel, Toshiba, Fujitsu, McDonalds, Jollibee, BDO, SM, Metrobank, Cebu Pacific, SSS, PhilHealth and many more.

He recently retired as Vice President, Head of Total Quality Management, and Chief Risk Officer of Megawide Corporation. In his 4-year stint with the organization, he was also the designated Coach and Master Trainer on various training programs for all front-line directors and project managers.

**Who Should Attend:**

- Business Owners and Decision Makers
- Operations Managers and Senior Leaders
- Department and Quality Managers
- Human Resource Professionals
- Internal and External Auditors
- Process Champions
- Anyone Interested in the Topic



**\*Training investment inclusive of an e-certificate and a printed learning material:**

**- ₱ 10,880/ person**

(when you register and pay on or before January 12)

**- ₱ 11,880/ person**

(when you register and pay after January 12)

**\*Optional:**

Add **₱450** for a printed copy of a certificate of completion inclusive of delivery charge

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Register at [www.cgbp.org](http://www.cgbp.org)