

LEADERSHIP FOR TOTAL QUALITY MANAGEMENT

Rationale

Top management holds the key to quality improvement as it determines the systems in which people work. Moreover, the actions of employees greatly depend on top management's attitude towards quality. Senior managers must understand the quality philosophy and fundamentals of Total Quality Management (TQM) to effectively lead organization-wide quality improvement efforts. In essence, the quality revolution begins with top management's commitment.

Objectives

- At the end of the workshop, participants should be able to:
1. Define the concepts of "Quality" and "Total Quality Management".
 2. State at least five main features of Total Quality Management.
 3. Identify the five major steps of the TQM Model.
 4. State at least ten maxims of quality improvement.
 5. State at least seven principles of managing planned organizational change.
 6. Identify various means of demonstrating top management's commitment to quality.
 7. Explain their role in managing quality with regards to organizational mission, quality goals, organizational quality structure, performance standards and quality culture.

Content

1. Understanding Quality and Total Quality Management
2. Managing quality improvement
3. Strategic quality planning
4. Managing planned organizational change
5. Creating and sustaining a quality culture
6. Role of top management in managing quality improvement

Methodology

Interactive lectures, exercises, video presentation and group discussions

Duration

2 days

Target Group

Senior managers

Facilitator

Dr. Ranjit Singh Malhi