

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Total Quality Management

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Total Quality Management makes quality the responsibility of everyone in the organisation. This course covers TQM philosophy and pioneers, customer focus, process management, employee involvement, continuous improvement, quality tools, supplier partnerships and implementing TQM across an organisation.

TQM principles underpin most modern quality approaches. You will learn how to apply them in today's organisations.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Case studies, quality tools practice, group workshops and implementation planning.

Course objectives

By the end of this course, participants will be able to:
- Explain TQM philosophy and the contributions of quality pioneers
- Build customer focus across the organisation
- Manage processes for quality
- Involve employees in quality improvement
- Apply basic quality tools
- Plan TQM implementation

Target audience

This course is suitable for:
- Quality managers and professionals
- Senior managers
- Supervisors and team leaders
- Continuous improvement staff
- Students of quality management



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Target competencies

Participants will develop competencies in:

- Quality philosophy
- Customer focus
- Process management
- Employee involvement
- Implementation planning

Course outline

Day 1: TQM Foundations

09:00–10:08	History and pioneers
10:08–11:00	Principles
11:00–11:30	**Coffee break**
11:30–11:45	Principles (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Customer Focus

09:00–10:08	Internal and external customers
10:08–11:00	Requirements
11:00–11:30	**Coffee break**
11:30–11:45	Requirements (continued)
11:45–12:53	Satisfaction
12:53–14:00	Workshop

Day 3: Process Management

09:00–10:08	Process approach
10:08–11:00	Measurement
11:00–11:30	**Coffee break**



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11:30–11:45	Measurement (continued)
11:45–12:53	Control
12:53–14:00	Exercise

Day 4: People and Tools

09:00–10:08	Involvement
10:08–11:00	Quality circles
11:00–11:30	**Coffee break**
11:30–11:45	Quality circles (continued)
11:45–12:53	Basic tools
12:53–14:00	Practice

Day 5: Implementation

09:00–10:08	Leadership
10:08–11:00	Supplier partnerships
11:00–11:30	**Coffee break**
11:30–11:45	Supplier partnerships (continued)
11:45–12:53	Roadmap
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,940.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**€3,150.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,540.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Barcelona Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,840.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
London Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Cape Town Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,890.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Vienna Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,940.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,650.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Rome Confirmed dates	3 May 2027	7 May 2027	**€2,450.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	24 May 2027	28 May 2027	**€3,150.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	28 Jun 2027	2 Jul 2027	**€3,150.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
London Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Rome Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,650.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Paris Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,860.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,890.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online