CINPAA | INTERNATIONAL COOPERATIVE FOR TRAINING & CONSULTING

سينبا | التعاونية الدولية للتدريب والاستشارات



Training programme:

Total Quality Management

Delivered in several cities and dates

OUR INTERNATIONAL PARTNERS:

ISDE Law Business School High Performance Education
Higher Institute of Law and Business (ISDE)

Professional Development Institute
Professional Development Institute

Universidad Camilo José Cela
Camilo José Cela University

SEK EDUCATION GROUP

ISO 29993:2017 Learning services for non-formal education and training

ISO 9001:2015

Total Quality Management

About the programme:

Day 1: Overview of total quality management concepts Introduction to quality and quality models Background of quality & Defining TQM The relationship between ISO 9000 and TQM Benefits of implementing a quality model The cost of poor quality The Malcolm quality award EFQM awards Day 2: The success elements of TQM Customer driven quality Plan, Do, Check, Act (PDCA) model Eight-step problem solving methodology Process thinking Eliminating the non-value added Management by facts and data Continual improvement and Kaizen Employee reward and recognition Day 3: Improvement tools and methodologies

Objectives:

Developing participants' skills, knowledge, values and professional approaches in:

a. Explain how quality management connects customer needs and organisational processes.

b. Use PDCA to structure a measurable improvement cycle.

c. Select quality tools to investigate causes of process variation.

d. Distinguish prevention, assurance and quality control activities.

e. Develop a benchmarking comparison that leads to specific improvement actions.

Target audience:

a. Quality managers and improvement officers.

b. Operations supervisors responsible for service or production quality.

c. Process owners introducing continuous improvement practices.

Daily programme:

• Day 1: Quality concepts and quality models

a. Introduction to quality, its background and a working definition of TQM

b. How quality management connects customer needs and organisational processes

c. The relationship between ISO 9000 and TQM and the benefits of a quality model

d. The cost of poor quality, the Malcolm Baldrige award and the EFQM award

e. Case study: estimating the cost of poor quality in a service process

f. Day output: cost of poor quality estimate

• Day 2: Success elements of TQM

a. Customer-driven quality and management by facts and data

b. The Plan, Do, Check, Act (PDCA) cycle and the eight-step problem solving method

c. Process thinking and eliminating non-value-added activities

d. Continual improvement, Kaizen and employee reward and recognition

e. Workshop: structuring a measurable improvement cycle with PDCA

f. Day output: PDCA improvement plan

• Day 3: Improvement tools and methodologies

a. The seven quality control tools for investigating causes of process variation

b. Brainstorming, how-how and why-why tree diagrams and force field analysis

c. Lean thinking, the seven types of waste, visual management and the 5S programme

d. Six Sigma and its structured approach to reducing variation

e. Workshop: root cause analysis with a cause and effect diagram and a Pareto chart

f. Day output: root cause analysis report

• Day 4: Principles of quality assurance and control

a. Distinguishing prevention, quality assurance and quality control activities

b. Prevention rather than correction and customer-focused quality

c. Establishing a quality vision, mission and policy for the organisation

d. Opportunities for continuous improvement and building quality through teamwork

e. Case study: reviewing a quality policy and its link to control activities

f. Day output: quality assurance and control plan

• Day 5: Benchmarking and sustaining TQM

a. Definition of benchmarking, the reasons to benchmark and the levels of benchmarking

b. Advantages and disadvantages of different benchmarking approaches

c. The eight steps to achieve improvement through benchmarking

d. Critical success factors and common failure factors in TQM

e. Workshop: benchmarking comparison that leads to specific improvement actions

f. Day output: benchmarking report with an action plan

Training methods and certificates:

Our programmes are built on modern pedagogy that combines theoretical knowledge with practical application, in line with participants' needs and the demands of the workplace. Methods include:

- **Interactive workshops:** analysis of real data and group discussions that strengthen practical understanding.
- **Case studies:** examples from international organisations that highlight real successes and challenges.
- **Realistic simulations:** participants train through professional scenarios that mirror real situations requiring decisions and situation management.
- **Advanced tools and technologies:** hands-on practice with up-to-date training software and tools suited to each field.

Certificates:

On successful completion, participants receive a certificate issued by CINPAA, a training institute officially registered in the European Union, Spain and the United Kingdom.

CINPAA - Cooperative International for Training and Consulting

Our programmes are delivered within academic and professional partnerships, cooperation agreements and memoranda of understanding with a number of academic and professional institutions, including:

- **Camilo José Cela University - Spain**
- **ISDE - Law & Business School - International**
- **Professional Development Institute - United Kingdom**

These partnerships aim to exchange expertise, develop training content and raise programme quality in line with international best practice.

Kind regards,

International Programmes Department

"CINPAA" INTERNATIONAL COOPERATIVE FOR TRAINING & CONSULTING

Course details and registration

Course Details | Registration

Programme	**Total Quality Management**	Course Title
Language	**English**	Course Language
Duration	**5 days**	Duration
Venue	**Several cities and dates – see the table below**	Venue
Financial offer	**Sent separately, according to the number of participants and the delivery conditions.**	Financial Offer

Registration and confirmation:

To register, please use one of the following:

a. Complete the programme request form on our website.

b. Or send an email from your training department.

c. Or a nomination letter from your organisation.

Send your confirmation by:

Email	info@cinpaa.org
WhatsApp	+34 635 867 686

Our team is ready to advise on accommodation and logistics before and during your stay.

Planned programme dates:

City	Dates
Barcelona, Spain	14 - 18 Dec 2026
Barcelona, Spain	08 - 12 Mar 2027
London, United Kingdom	14 - 18 Jun 2027
Cairo, Egypt	13 - 17 Sep 2027
Madrid, Spain	13 - 17 Dec 2027

The programme can be delivered in other cities and on other dates to suit your organisation, at the length you need. The cities are listed on the last page.

سينبا التعاونية الدولية للتدريب والاستشارات | CINPAA – International Cooperative for Training & Consulting

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Cities where we deliver our programmes:

This programme can be delivered in any of the following cities, and elsewhere on request.

Albania Tirana, Saranda	**Australia** Sydney	**Austria** Vienna, Hallstatt, Salzburg / Zell am See	**Azerbaijan** Baku
Bahrain Manama	**Belgium** Brussels, Bruges	**Bosnia and Herzegovina** Sarajevo	**Canada** Toronto, Montreal
China Hong Kong, Shanghai, Beijing, Guangzhou	**Croatia** Dubrovnik	**Cyprus** Nicosia, Limassol, Larnaca	**Czech Republic** Prague
Egypt Cairo, Sharm El Sheikh, Alexandria, Hurghada	**France** Paris	**Georgia** Tbilisi, Batumi	**Germany** Munich, Berlin, Düsseldorf, Frankfurt
Greece Athens, Rhodes	**Hungary** Budapest	**Indonesia** Bali, Jakarta	**Ireland** Dublin
Italy Rome, Florence, Milan, Venice, Como	**Japan** Tokyo	**Jordan** Amman, Aqaba	**Kuwait** Kuwait City
Malaysia Kuala Lumpur	**Maldives** Maldives	**Mauritius** Mauritius	**Montenegro** Budva, Kotor
Morocco Casablanca, Marrakech, Tangier, Rabat	**Netherlands** Amsterdam	**Oman** Muscat, Salalah	**Philippines** Manila
Poland Krakow, Warsaw	**Portugal** Lisbon, Porto	**Qatar** Doha	**Russia** Moscow
Saudi Arabia Riyadh, Jeddah, Dammam	**Serbia** Belgrade	**Slovenia** Ljubljana	**South Korea** Seoul
Spain Madrid, Barcelona, Valencia, Alicante, Benidorm, Malaga / Marbella, San Sebastian, Granada, Cordoba, Canary Islands, Seville, Bilbao	**Switzerland** Geneva, Luzern, Zurich, Interlaken, Zermatt, Lugano	**Thailand** Bangkok, Phuket	**Tunisia** Tunis
Turkey Istanbul, Antalya, Trabzon, Bursa, Izmir, Bodrum, Antakya (Hatay)	**United Arab Emirates** Dubai, Abu Dhabi	**United Kingdom** London, Edinburgh, Manchester, Birmingham	**United States** Miami, New York, Los Angeles, Washington