



ONLINE



# Total Quality Management (Online course)

Presented by the Department of Business Management, University of Pretoria

In today's world, customer satisfaction and competitiveness are a function of quality levels, and individuals with the capacity to successfully implement Total Quality Management (TQM) are becoming indispensable assets to any organisation. The **Total Quality Management** short course will expose you to contemporary knowledge and techniques that will enable you to articulate and implement quality improvement processes in the workplace that are in line with the TQM philosophy.

## Course content

- Fundamentals of TQM
- Leadership and TQM
- Customer satisfaction
- Employee involvement
- Continuous process improvement
- Basic TQM tools
- Benchmarking and the TQM implementation model
- Overview of the ISO 9000/9001

## Learning outcomes

After successfully completing the course, you will be able to

- appreciate the basics of TQM
- understand the essentials of customer satisfaction
- create successful systems for employee involvement
- develop strategies for continuous process improvement
- apply the five-phase approach of TQM implementation, and
- utilise basic tools for quality improvement.

## Who should enrol?

This course is ideal for you if you are employed as a supervisor or manager, or if you have a general interest in quality improvement.

## Course fees

**Course fees must be paid in full 14 days prior to course start dates. Proof of payment can be submitted to [enrolments@enterprises.up.ac.za](mailto:enrolments@enterprises.up.ac.za).**

## Admission requirements

Prospective delegates should at least have a National Senior Certificate (Grade 12) or equivalent qualification.

## Accreditation and certification

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## Registration and enquiries

### Client Information Centre

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### Course leader

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*Shifting knowledge to insight*



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