



Total Quality Management (TQM)

Quality & ISO Management

QGT-QMS-110 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

Total Quality Management (TQM) is an introduction that builds a solid working knowledge in Total Quality Management (TQM). It covers the principles, the requirements of ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Total Quality Management (TQM)
- Apply the relevant requirements of ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for quality managers, auditors, engineers and process owners, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how Total Quality Management (TQM) fits into daily operations

Day 2: Codes, standards and requirements

What ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
10–14 Jan 2027	Muscat	Classroom	5 days	\$5,500
9–20 May 2027	Cairo	Classroom	10 days	\$9,900
17–21 May 2027	Madrid	Classroom	5 days	\$5,500
29 Aug – 9 Sep 2027	Dammam	Classroom	10 days	\$9,900
15–19 Nov 2027	Online (live)	Online (live)	5 days	\$3,000
18–22 Jun 2028	Jeddah	Classroom	5 days	\$5,500
10–21 Jul 2028	Manchester	Classroom	10 days	\$9,900
31 Jul – 4 Aug 2028	Marrakech	Classroom	5 days	\$5,500
27 Aug – 7 Sep 2028	Salalah	Classroom	10 days	\$9,900
18–22 Sep 2028	Online (live)	Online (live)	5 days	\$3,000
15–19 Jan 2029	Johannesburg	Classroom	5 days	\$5,500
25 Feb – 8 Mar 2029	Riyadh	Classroom	10 days	\$9,900
11–15 Mar 2029	Kuwait City	Classroom	5 days	\$5,500
23 Apr – 4 May 2029	London	Classroom	10 days	\$9,900
2–6 Jul 2029	Online (live)	Online (live)	5 days	\$3,000
25 Feb – 1 Mar 2030	Zurich	Classroom	5 days	\$5,500
3–14 Jun 2030	London	Classroom	10 days	\$9,900
17–21 Jun 2030	Stockholm	Classroom	5 days	\$5,500
24 Jun – 5 Jul 2030	Sharjah	Classroom	10 days	\$9,900
16–20 Sep 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/total-quality-management-tqm/>

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