



# Total Quality Management (TQM) Masterclass

## Quality & ISO Management

QGT-QMS-173 | Masterclass | 5 or 10 days | Online, classroom, in-house

### Course overview

Total Quality Management (TQM) Masterclass is a senior-level masterclass on strategy and performance 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
- Build a business case and roadmap their leadership team can act on

### Who should attend

Designed for quality managers, auditors, engineers and process owners in senior and leadership roles.

### Course outline (5 days)

#### Day 1: Strategic view of Total Quality Management (TQM)

Trends, regulation and what leading companies do differently

#### Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

#### Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

#### Day 4: Leading the change

Building the business case, budget and team capability

#### Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

### 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     |
|----------------------|---------------|---------------|----------|---------|
| 11–15 Jan 2027       | Madrid        | Classroom     | 5 days   | \$5,500 |
| 31 Jan – 11 Feb 2027 | Muscat        | Classroom     | 10 days  | \$9,900 |
| 3–7 May 2027         | Copenhagen    | Classroom     | 5 days   | \$5,500 |
| 17–28 May 2027       | Casablanca    | Classroom     | 10 days  | \$9,900 |
| 15–19 Nov 2027       | Online (live) | Online (live) | 5 days   | \$3,000 |
| 10–14 Apr 2028       | Copenhagen    | Classroom     | 5 days   | \$5,500 |
| 3–14 Jul 2028        | Edinburgh     | Classroom     | 10 days  | \$9,900 |
| 16–20 Jul 2028       | Algiers       | Classroom     | 5 days   | \$5,500 |
| 14–25 Aug 2028       | Johannesburg  | Classroom     | 10 days  | \$9,900 |
| 20–24 Nov 2028       | Online (live) | Online (live) | 5 days   | \$3,000 |
| 15–19 Jan 2029       | Barcelona     | Classroom     | 5 days   | \$5,500 |
| 30 Jul – 10 Aug 2029 | Rome          | Classroom     | 10 days  | \$9,900 |
| 13–17 Aug 2029       | Baku          | Classroom     | 5 days   | \$5,500 |
| 24 Sep – 5 Oct 2029  | Paris         | Classroom     | 10 days  | \$9,900 |
| 19–23 Nov 2029       | Online (live) | Online (live) | 5 days   | \$3,000 |
| 10–14 Mar 2030       | Alexandria    | Classroom     | 5 days   | \$5,500 |
| 17–28 Mar 2030       | Dammam        | Classroom     | 10 days  | \$9,900 |
| 25–29 Mar 2030       | London        | Classroom     | 5 days   | \$5,500 |
| 5–16 Aug 2030        | Toronto       | Classroom     | 10 days  | \$9,900 |
| 14–18 Oct 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-masterclass/>

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