



**Training Experts**  
In The **Middle East**

# Total Quality Management



## Who should attend?

Quality Assurance Managers and Engineers, Quality Control Managers and Engineers, Human Resources Managers and Specialists, Administrative Managers and Clerks, Production Managers, Engineers and supervisors, HSE Managers and Engineers, Planning Managers and Engineers.

## Objectives

By the end of the program, participants will be able to:

- Understand the importance of quality models.
- Understand TQM philosophy.
- Learn to use TQM improvement tools to enhance customer satisfaction and improve processes within their organizations.
- Discuss other widely used improvement methodologies

دبلومه إدارة الجودة الشاملة :

## اهداف البرنامج :

التعرف على اساسيات ادارة الجودة الشاملة وتطبيقاتها. كيفية استخدام تطبيقات ادارة الجودة الشاملة لتحسين مستوي رضا العملاء ومن ثم زيادة حجم التعاملات معهم بالاضافة الى مناقشة المزيد من استخدامات وتطبيقات ادارة الجودة الشاملة.

## CERTIFICATION REQUIRES TESTING & COMPLETION OF A PROJECT

Material : English Handouts

Duration : 25 hours

