



E-LEARNING COURSE

ON

TQM IMPLEMENTATION FOR BUSINESS EXCELLENCE

BY



NATIONAL PRODUCTIVITY COUNCIL

www.npcindia.gov.in

E-Learning Course Title: TQM IMPLEMENTATION FOR BUSINESS EXCELLENCE

Registration Fee (including GST):- Rs 2000 /-

About eLearning Program (Brief One para): -

Total Quality Management, TQM, is a method by which management and employees can become involved in the continuous improvement of the production of goods and services. It is a combination of quality and management tools aimed at increasing business and reducing losses due to wasteful

practices. The objective of TQM is “Do the right things, right the first time, every time.” The key principles of TQM are as following:

- Management Commitment
- Employee Empowerment
- Fact Based Decision Making
- Continuous Improvement
- Process Oriented
- Decision Making Based on Facts Only and Not on Opinions

TQM is a management philosophy that seeks to integrate all organizational functions (marketing, finance, design, engineering, and production, customer service, etc.) to focus on meeting customer needs and expectations and achieve organizational excellence.

This E-Learning Course will help the participants to gain necessary knowledge and skills about TQM implementation so that they would be able to implement TQM effectively in their organisations.

E-Learning Course Coverage (Specify Module details) :-

There are five modules in e-Learning course:

MODULE 1: Introduction to TQM and role of top management

MODULE 2: Concepts and Philosophy of effective Quality Management

MODULE 3: TQM concepts and Problem solving approach

MODULE 4: Economics of Quality and principles of TQM

MODULE 5: 5 S Implementation foundation of TQM

MODULE 6: TQM deployment and case study

Register to learn (Key Learnings' in bullet points):

- Concepts and Philosophy of effective Quality Management
- TQM concepts and Problem solving approach
- Principles of TQM
- TQM deployment and case study

Thanks & Regards

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Course conducted by Group/ Regional Directorate Name:- NPC, Chandigarh

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