MANAGEMENT PERFORMANCE DEVELOPMENT USING TQM CONCEPTS



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Introduction

Management Performance Development using TQM Concepts Training Course shows managers how to lift organisational performance through total quality management discipline. Participants work through TQM principles and history, leadership and customer focus, process management and standardisation, measurement and KPI design, continuous improvement tools, and quality culture and change as one connected system. The programme links the performance gaps a management team can see with the measurement systems, problem-solving tools, and behaviours that close them. As a result, learners gain a practical method for improving management performance. Furthermore, the course strengthens measurement judgement, improvement discipline, and leadership of quality.

Management Performance Development using TQM Concepts Course Objectives

- Explain TQM principles, history, and its place in management practice.
- Apply customer focus, leadership, and employee involvement principles.
- Apply process management, standardisation, and documentation practice.
- Apply the Deming cycle (PDCA) to performance improvement.
- Apply the seven basic quality tools: Pareto, fishbone, and control charts.
- Apply Cost of Quality and the PAF model to performance analysis.
- Design KPIs, dashboards, and management performance reviews.
- Apply quality function deployment (QFD) and benchmarking concepts.
- Apply Kaizen, 5S, and continuous improvement practices.
- Apply change management and quality culture development.

Course Methodology

- Interactive sessions built on TQM and performance improvement cases.

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- Workshops on KPI design, process analysis, and quality tool application.
- Group exercises on improvement projects, cost of quality, and management review.
- Hands-on practice with process maps, Pareto analysis, and KPI dashboards.
- Simulation of a management performance review and a Kaizen workshop.
- Facilitator coaching and peer review on personal performance plans.

Who Should Take This Course

- Department and functional managers.
- Quality managers and continuous improvement professionals.
- Operations, production, and service managers.
- Business unit and performance management professionals.
- Team leaders moving into management roles.
- Consultants advising on TQM and performance improvement programmes.

Management Performance Development using TQM Concepts Course Outlines

Day 1: TQM Foundations and Management Philosophy

- TQM origins, principles, and its place in management theory.
- Deming's fourteen points and the quality gurus.
- Customer focus: internal and external customers.
- Leadership commitment and the role of senior management.
- Employee involvement, empowerment, and teamwork.
- Quality, productivity, and competitiveness relationship.
- Case discussion: a quality programme that faded after launch.

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Day 2: Process Management and Standardisation

- Process thinking and the process approach.
- Process mapping with flowcharts and swimlanes.
- Standardisation, work instructions, and documented procedures.
- Identifying and eliminating process waste.
- Supplier and partner quality management.
- Process ownership and accountability.
- Workshop: mapping and analysing a key business process.

Day 3: Measurement, KPIs, and Performance Review

- Performance measurement principles and the balanced scorecard.
- Designing KPIs: leading, lagging, and balanced measures.
- Setting targets, baselines, and performance thresholds.
- Dashboards and management information design.
- Cost of quality: prevention, appraisal, and failure costs.
- Management review, review cadence, and action tracking.
- Exercise: designing a KPI set and dashboard for a department.

Day 4: Quality Tools and Continuous Improvement

- The seven basic quality tools and when to use them.
- Pareto analysis, fishbone, and check sheets.
- Control charts, histograms, and cause-and-effect analysis.
- PDCA and the Deming cycle in daily management.
- Kaizen events, 5S workplace organisation, and visual management.

- Quality function deployment (QFD) and benchmarking.
- Simulation: running an improvement project with quality tools.

Day 5: Quality Culture, Change, and Sustained Performance

- Building a quality culture and behavioural expectations.
- Training, competence, and quality awareness programmes.
- Change management and overcoming resistance.
- Recognition, motivation, and sustaining improvement.
- Managing quality across teams and functions.
- Lessons learned and performance governance.
- Capstone: presenting a management performance improvement plan.

Conclusion

By successfully completing Management Performance Development using TQM Concepts, participants will gain a practical command of TQM principles, process management and standardisation, KPI and performance measurement design, quality tools and continuous improvement, and quality culture development. They will acquire skills in process analysis, measurement design, improvement facilitation, and change leadership that raise management performance. Gentex Training Center designs the programme to help managers improve performance with confidence.

FAQs

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Q1 What is the "Management Performance Development using TQM Concepts" course about?

It shows managers how to lift organisational performance through total quality management discipline. The course spans TQM foundations and management philosophy, process management and standardisation, measurement, KPIs and performance review, quality tools and continuous improvement, and quality culture, change and sustained performance.

Q2 What are the key benefits of the "Management Performance Development using TQM Concepts" course?

You gain a practical method for improving management performance that links the performance gaps a management team can see with the measurement systems and tools that close them. The course improves process analysis and KPI design, strengthens quality tool application and cost of quality analysis, sharpens improvement facilitation, and gives you change and culture practice that sustains results.

Q3 What skills will I gain from the "Management Performance Development using TQM Concepts" course?

You will develop four core skills: TQM principle and process management application, KPI and performance measurement design with dashboards, quality tool application and continuous improvement facilitation, and quality culture and change leadership.

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Q4 What tools, methods, or standards are covered in the "Management Performance Development using TQM Concepts" course?

The course covers TQM origins, principles and management theory placement, Deming's fourteen points and the quality gurus, customer focus for internal and external customers, leadership commitment and senior management's role, employee involvement, empowerment and teamwork, the relationship between quality, productivity and competitiveness, process thinking and the process approach, process mapping with flowcharts and swimlanes, standardisation, work instructions and documented procedures, identifying and eliminating process waste, supplier and partner quality management, process ownership and accountability, performance measurement principles and the balanced scorecard, designing KPIs as leading, lagging and balanced measures, setting targets, baselines and performance thresholds, dashboards and management information design, cost of quality across prevention, appraisal and failure costs, management review and review cadence and action tracking, the seven basic quality tools, Pareto analysis, fishbone and check sheets, control charts, histograms and cause-and-effect analysis, PDCA and the Deming cycle, Kaizen events, 5S workplace organisation and visual management, quality function deployment (QFD) and benchmarking, building a quality culture and behavioural expectations, training, competence and quality awareness, change management and overcoming resistance, recognition, motivation and sustaining improvement, and performance governance and lessons learned.

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Q5 How is the "Management Performance Development using TQM Concepts" course applied in real-world practice?

Participants apply it to real work such as mapping and analysing a key business process, designing a KPI set and dashboard for a department, running a Pareto and fishbone analysis on a recurring problem, analysing cost of quality for a service, facilitating a Kaizen event on a bottleneck, and presenting a management performance improvement plan. The same methods support management review and quality culture building.