

The Department of Industrial Engineering at the Nelson Mandela
Metropolitan University will be presenting a
Short Learning Programme:
Introduction to TQM

TQM is an enhancement to the traditional way of doing business and a philosophy that involves everyone in an organization in a continual effort to improve quality and achieve customer satisfaction.

Analysing the three words:

Total: Made up of the whole
Quality: Degree of excellence of product or service
Management: Act or manner of controlling and directing

What will be covered?

- Introduction to quality
- Principles and Practices of TQM
- Tools and Techniques
- Elements of TQM
- Models used in TQM
- Seven steps in problem solving
- Case study