

NAME : **Total Quality Management**

PURPOSE : This program focuses on teaching the attendants the importance of TQM and making them understand and apply it fully.

CONTENTS: The program contains subjects like quality, quality tests, history of TQM, globalization, VSM test, mistakes about TQM and success factors of TQM along with ISO concepts

DETAILS OF THE SUBJECT:

- **What is quality**
- **Quality concept in Turkey**
- **Quality test**
- **History of TQM**
- **Globalization and way to TQM**
- **Design quality- Fitness quality**
- **Nominal value and tolerance concepts**
- **VFM concept**
- **Internal and external customer**
- **Pool principle in TQM**
- **Factors that affect quality**
- **TQM processes**
- **What customers dislike**
- **SWOT analysis within TQM**
- **Pareto law**
- **Success factors of TQM**
- **Main indicators of success**
- **Mistakes about TQM**
- **Classical vs. Total quality management**
- **Concept of change**
- **Kaizen management**
- **Zero Defects(ZD) program**
- **ZD test**

- **Quality control and quality assurance concepts**
- **Reactive vs Proactive management**
- **Measurement tools of quality**
- **ISO 9001, 9002, 9003 ve 9004-2 and certification**