



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Total Quality Management TQM Implementation

Manufacturing, Engineering and Technology / Manufacturing and Assembly

Unit Standard 377381 · NQF Level 4 · 8 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the practical skills and theoretical knowledge to implement Total Quality Management (TQM) principles in any organisation. Participants will learn to apply TQM methodologies to improve processes, enhance customer satisfaction, and drive continuous improvement. The course is aligned with the SAQA unit standard 377381, ensuring national recognition.

Category	Manufacturing, Engineering and Technology
Subfield	Manufacturing and Assembly
Unit Standard	377381
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	2 days
Training Method	On-Campus
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the core principles and philosophies of Total Quality Management to organisational processes.
- Analyze existing processes to identify opportunities for quality improvement using TQM tools and techniques.
- Evaluate the effectiveness of TQM implementation through appropriate measurement and feedback mechanisms.
- Design a TQM implementation plan tailored to the specific needs of an organisation.
- Demonstrate leadership in fostering a culture of continuous improvement and employee involvement.
- Implement corrective and preventive actions based on TQM principles to enhance product and service quality.

WHO SHOULD ATTEND

- This course is designed for managers, supervisors, quality assurance practitioners, and team leaders who are responsible for implementing or improving quality management systems within their organisations.

COURSE OUTLINE

Day 1: Foundations of TQM

- Definition and core principles of TQM
- Historical development and key contributors (Deming, Juran, Crosby)
- TQM frameworks: ISO 9000, Baldrige, EFQM
- Quality planning, control, and improvement
- Leadership commitment and organisational culture
- Customer focus and stakeholder engagement
- Employee involvement and teamwork
- Introduction to continuous improvement (Kaizen)

Day 2: Implementing TQM in the Workplace

- TQM tools: PDCA, Six Sigma, 5S, Fishbone, Pareto
- Process mapping and standardisation
- Performance measurement: KPIs, Balanced Scorecard
- Root cause analysis and corrective actions
- Supplier quality management
- Training and communication strategies
- Overcoming barriers to TQM
- Case studies and implementation roadmap

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
08 Sep 2026	09 Sep 2026	Online	—
16 Sep 2026	17 Sep 2026	In-House	—
24 Sep 2026	25 Sep 2026	On-Campus	Victoria Falls, Zimbabwe
28 Sep 2026	29 Sep 2026	Online	—
06 Oct 2026	07 Oct 2026	In-House	—
14 Oct 2026	15 Oct 2026	On-Campus	Victoria Falls, Zimbabwe
22 Oct 2026	23 Oct 2026	Online	—
26 Oct 2026	27 Oct 2026	In-House	—

Contact us if no suitable date is listed — on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 377381) and click **Get A Quote / Apply**. Select your training method and number of delegates — your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za — our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically — the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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