



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)

Custom Courses / Quality Management

Unit Standard AATICD-0201 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the principles and practices of Total Quality Management (TQM) to drive continuous improvement, customer satisfaction, and operational excellence. Participants will gain the skills to implement TQM frameworks, analyze quality processes, and foster a culture of quality within their organizations. The course aligns with South African quality standards and global best practices.

Category	Custom Courses
Subfield	Quality Management
Unit Standard	AATICD-0201
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the core principles and philosophies of Total Quality Management to organizational processes.
- Analyze quality management systems and identify areas for improvement using TQM tools and techniques.
- Evaluate the impact of TQM on customer satisfaction, employee involvement, and continuous improvement.
- Design a TQM implementation plan tailored to the specific needs of an organization.
- Implement quality measurement and monitoring mechanisms to track performance and drive excellence.
- Demonstrate leadership in fostering a culture of quality and continuous improvement within teams.

WHO SHOULD ATTEND

- This course is designed for managers, supervisors, quality assurance professionals, and team leaders who are responsible for improving quality and efficiency in their organizations.
- It is also suitable for individuals seeking to enhance their understanding of quality management systems.

COURSE OUTLINE

Day 1: Foundations of Total Quality Management

- Introduction to TQM: definition, history, and evolution
- Core principles: customer focus, continuous improvement, employee involvement
- The Deming philosophy and PDCA cycle
- Quality gurus: Juran, Crosby, and Feigenbaum
- TQM vs. traditional management approaches
- Benefits and challenges of implementing TQM

Day 2: Quality Systems and Standards

- Overview of quality management systems (QMS)
- ISO 9000 family of standards: structure and key clauses
- The process approach: inputs, outputs, and controls
- Quality policy and quality objectives
- Documenting the QMS: quality manual, procedures, work instructions
- Internal auditing and corrective actions

Day 3: Tools and Techniques for Quality Improvement

- The 7 basic quality tools: flowcharts, check sheets, histograms, Pareto charts, cause-and-effect diagrams, scatter diagrams, control charts
- Statistical process control (SPC): variation, process capability
- Root cause analysis techniques: fishbone diagram, 5 Whys
- Lean principles: value, value stream, flow, pull, perfection
- Kaizen and continuous improvement events
- Introduction to Six Sigma: DMAIC methodology

Day 4: Implementing TQM in the Organisation

- Steps for implementing TQM: commitment, planning, training, execution
- Change management models (Kotter, ADKAR) for quality initiatives
- Quality metrics and key performance indicators (KPIs)
- Employee involvement: quality circles, suggestion schemes
- Supplier quality management
- Case studies of successful TQM implementation

Day 5: TQM Integration and Continuous Improvement Culture

- Integrating TQM with ISO 14001, OHSAS 18001, and other standards
- Quality auditing: internal, external, and third-party
- Management review and continuous improvement cycles
- Benchmarking and best practices
- Sustaining a quality culture: recognition, rewards, communication
- Final assessment and action planning

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 **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

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 AATICD-0201) 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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