

COURSE OVERVIEW TM0062 Certified Quality Management

Course Title

Certified Quality Management




Course Reference

TM0062

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	July 28-August 01, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
2	September 22-26, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
3	November 23-27, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
4	January 19-23, 2026	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants with a detailed and up-to-date overview of Certified Quality Management Professional. The course focuses on Total Quality Management (TQM) principals and gives the key knowledge, tools and techniques to identify, evaluate, and analyze the problems in the business process. It covers the evolution and importance of quality management including the philosophies and principles of total quality management (TQM); the significance of continuous improvement and the PDCA (plan-do-check-act) cycle; the customer needs and expectations; the strategies for enhancing customer satisfaction; and the importance of employee involvement, teamwork, communication, employee training and development.



Further, the course will also discuss the process centered approach and process analysis and improvement; the integrated TQM system and TQM with business strategies; the strategic and systematic approach and TQM strategy; the role of systematic approach in TQM; the fact-based decision making, tools for data collection and analysis and communication strategies; the seven basic tools of quality, advanced quality tools, cause and effect diagram (fishbone diagram), check sheets and control charts; the histograms, pareto charts, scatter diagrams, flowcharts, run charts and affinity diagrams; the ISO 9000 and other related quality standards; the role and importance of quality certifications; and the process of achieving and maintaining certifications.

During this interactive course, participants will learn the quality auditing and benchmarking, TQM application and TQM implementation; the unique challenges and opportunities in service industries and manufacturing industries; and the common obstacles in TQM implementation and strategies for overcoming these obstacles.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a “*Certified Quality Management Professional*”
- Complete knowledge and understanding of quality management
- Apply required skills and knowledge to undertake or drive implementation of quality-related processes
- Carryout adequate skill set and capabilities to function at a level of a quality management professional
- Gain awareness and information about international standards of quality
- Carryout confidence, skill set and capabilities to play an important role in enhancing the quality of delivery by an organization
- Discuss the evolution and importance of quality management including the philosophies and principles of total quality management (TQM)
- Explain the significance of continuous improvement and the PDCA (plan-do-check-act) cycle
- Identify customer needs and expectations and apply the strategies for enhancing customer satisfaction
- Discuss the importance of employee involvement and apply teamwork, communication, employee training and development
- Carryout process centered approach and process analysis and improvement as well as build an integrated TQM system and align TQM with business strategies
- Apply strategic and systematic approach, develop a TQM strategy and identify the role of systematic approach in TQM
- Apply fact-based decision making, tools for data collection and analysis and communication strategies
- Recognize the seven basic tools of quality, advanced quality tools, cause and effect diagram (fishbone diagram), check sheets and control charts
- Illustrate histograms, pareto charts, scatter diagrams, flowcharts, run charts and affinity diagrams
- Discuss the ISO 9000 and other related quality standards including the role and importance of quality certifications and the process of achieving and maintaining certifications
- Employ quality auditing and benchmarking, TQM application and TQM implementation
- Identify the unique challenges and opportunities in service industries and manufacturing industries as well as the common obstacles in TQM implementation and strategies for overcoming these obstacles

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of quality management for quality managers/leaders, quality engineers, quality assurance/control professionals, quality analysts, quality consultants, auditors, supply chain/procurement professionals and compliance officers.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Spain	US\$ 8,800 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
London	US\$ 8,800 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Athens	US\$ 8,800 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

- (1) Internationally recognized Wall Competency Certificates and Plastic Wallet Card Certificates will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a “*Certified Quality Management Professional*”. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-





- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

** Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology **

Haward Technology Middle East
Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-22
HTME No. 74851
Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
TM0062-IH	Certified Quality Management Professional	November 10-14, 2022	32.5	3.25

Total No. of CEU's Earned as of TOR Issuance Date **3.25**

TRUE COPY

Jaryl Castillo
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.


Haward Technology is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

** Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology **

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET- USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Frederick Labuschagne, PhD, MBL, BA, BD, is a **Senior Management Consultant** with over **30 years** of extensive experience. His expertise includes **Office Management & Effective Administration Skills, Leadership & Management Skills, Leadership & Business Management, Advanced Supervisory Skills, Influence & Motivation Skills, Innovation & High Performance, Behavioral Skills, Emotional Intelligence & Organizational Reality, Motivating, Coaching, Counselling & Mentoring, Negotiation Skills, Strategic Thinking & Planning, Conflict Management, Time & Stress Management, Discipline & Punctuality, Interpersonal & Communication Skills, Seven Habits of Highly Effective People, Change Management Strategy, Strategic & Managerial Effectiveness, Critical Thinking, Interpersonal Skills, Communication Skills, Presentation Skills, Administration Skills, Performance Management, Change Management, Paradigm & Paradigm Shifts, Productivity & Efficiency Improvements, Organisational Management, Reinvention & Proficiency, Risk Management, Productive Change Management & Organizational Development, Production & Operations Management, Decision Analysis & Problem Solving, Essential Skills for Effective Training, Training Cycle Program, Effective Knowledge Sharing, Creating a High Performing Learning Culture, Fast-Track Development Program, Competency & Behavioural Based Interviewing, Recruitment & Interviewing Skills, Team Development, Orchestrating Team Performance, Work Effectively in Teams, Personal & Professional Development, Teambuilding Skills, Developing Effective Partnerships, Advanced Contract Management, Disputes & Claims, Marketing Skills, Technical & Business Report Writing, Document Control, Archiving & Documentation, Project Management, Finance & Asset Management, PERT CPM, Facilities & Jobs Design, and Systems Improvement, Human Relations and Organizations, Work Study and Product Improvement.**

Currently, Dr. Labuschagne is the **Lead Consultant** for the **Institute for Dynamic Interaction** where he spearheads **major international projects** and comprehensive presentations. Among these are sessions on Human Resource & Performance Management, **Personal & Professional Development**, Emotional Intelligence, Strategic Planning & Creative Thinking, Problem Solving, Personnel Development, **Team Building**, Effective Communication, Presentation & Interpersonal Skills, and Habits of Highly Effective People. Herein, he has built an evident reputation for first-class motivational team leadership management, development & **mentoring**, conforming to effective performance, analysing progress as well as identifying development requirements.

Dr. Labuschagne has **PhD** and **Master** degrees in **Business Leadership**, a **BA** in **Management** and is a Registered **MBTI** (Myers-Briggs Type Indicator) Consultant with the Consulting Psychologists & HR Development. Further, he is a **Certified Instructor/Trainer, Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and has performed **numerous assessments** and **workshops** for renowned businesses, utilizing key success attributes in delivering feasible results & providing effective leadership. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Quality Management: Introduction & Basics The Evolution & Importance of Quality Management • Quality Management Systems
0930 – 0945	Break
0945 – 1030	Introduction to Total Quality Management (TQM) Definition & Basic Understanding of TQM • The Philosophies Behind TQM • Principles of TQM
1030 – 1230	TQM Core Concepts: Continuous Improvement Explanation & Significance of Continuous Improvement • The PDCA (Plan-Do-Check-Act) Cycle • Examples & Case Studies of Continuous Improvement
1230 – 1245	Break
1245 – 1420	TQM Core Concepts: Customer Focus Explanation & Significance of Customer Focus • Customer Needs & Expectations • Strategies for Enhancing Customer Satisfaction
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2

0730 – 0930	TQM Core Concepts: Employee Involvement Importance of Employee Involvement • Teamwork & Communication in TQM • Employee Training & Development for TQM
0930 – 0945	Break
0945 – 1100	TQM Core Concepts: Process Centered Process Centered Approach • Role of Process Management in TQM • Process Analysis & Improvement
1100 – 1230	TQM Core Concepts: Integrated System Explanation & Significance of Integrated System • Building an Integrated TQM System • Aligning TQM with Business Strategies
1230 – 1245	Break
1245 – 1420	TQM Core Concepts: Strategic & Systematic Approach The Strategic & Systematic Approach • Developing a TQM Strategy • The Role of Systematic Approach in TQM
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3

0730 – 0930	TQM Core Concepts: Decision Making Based on Facts Significance of Fact-Based Decision Making • Tools for Data Collection & Analysis • Case Studies on Fact-Based Decision Making
0930 – 0945	Break
0945 – 1100	TQM Core Concepts: Communications Role of Effective Communication in TQM • Communication Strategies for TQM Implementation • Case Studies Highlighting the Importance of Communication
1100 – 1230	Introduction to TQM Tools The Seven Basic Tools of Quality • Advanced Quality Tools
1230 – 1245	Break
1245 – 1420	Detailed Study of TQM Tools (Part 1) Cause & Effect Diagram (Fishbone Diagram) • Check Sheets • Control Charts
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4

0730 – 0930	Detailed Study of TQM Tools (Part 2) Histograms • Pareto Charts • Scatter Diagrams
0930 – 0945	Break
0945 – 1100	Detailed Study of TQM Tools (Part 3) Flowcharts • Run Charts • Affinity Diagrams
1100 – 1230	Quality Systems, Standards & Certifications Introduction to ISO 9000 & Other Related Quality Standards • Role & Importance of Quality Certifications • Process of Achieving & Maintaining Certifications
1230 – 1245	Break
1245 – 1420	Quality Auditing & Benchmarking The Role of Audits in TQM • Different Types of Quality Audits • Benchmarking & its Importance in TQM
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5

0730 – 0930	TQM in Service Industries Unique Challenges & Opportunities in Service Industries • Application of TQM Principles & Tools in Service Industries • Case Studies & Best Practices
0930 – 0945	Break
0945 – 1100	TQM in Manufacturing Industries Unique Challenges & Opportunities in Manufacturing Industries • Application of TQM Principles & Tools in Manufacturing Industries • Case Studies & Best Practices
1100 – 1200	Overcoming Challenges in Implementing TQM Common Obstacles in TQM Implementation • Strategies for Overcoming These Obstacles • Case Studies on Effective TQM Implementation

1200 - 1215	Break
1215 - 1300	Final Review & Evaluation <i>Review of TQM Concepts, Principles & Tools • Real-World Examples & Case Studies Recap • Evaluation & Feedback</i>
1300 - 1315	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1315 - 1415	COMPETENCY EXAM
1415 - 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:



Course Coordinator

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