



Overview

Total Quality Management (TQM) means that quality within the organization is the responsibility of everybody, every employee, no exceptions. In other words, TQM capitalizes on the involvement of all employees to be able to meet and exceed stakeholders' expectations.

Objectives

This course will enable the participants to understand what TQM is, and how it can be developed in an organization. Furthermore, attendees will be aware of why and how to make quality is everyone's business.

Course Outlines

1. Quality Overview
2. Quality Misunderstanding
3. Quality Management
4. Quality Principles
5. TQM
 - TQM Definition
 - Quality Culture
 - TQM Philosophy

Targeted Groups

This course is designed for public and private institutes and companies, banks, manufacturing and service organizations, healthcare, students, top management, production managers, engineers, quality engineers, QC and QA departments.

Course Duration

"TQM: Principles and Fundamentals" online course will be held as recorded videos for about 97 minutes on different sessions in Arabic language. This course can be customized and delivered based on in-house training to meet certain needs and requirements.

Date and Time

Prerecorded videos will be available for two weeks from the registration date. A participant can watch the recordings at any time during the two weeks. Once a participant completes attending the whole sessions, he/she will receive the course e-certificate.



Course Fees

The usual fees for live courses are JD50. But for prerecorded courses, JAQM offers a discount of 50%, so the fees will only be **JD25**. Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.
- Training material in pdf format.
- Handouts
- Solutions to the course exercises.

Payment Methods

JAQM offers the following payment methods. Please choose in the registration form the method that is best for you so we can send you the details based on your choice.

- Cash deposit or transfer to JAQM's bank.
- CliQ: alias name: JAQMO.
- Western Union transfer.
- ZainCash Wallet.
- Orange Money Wallet.

Presentation Approach

1. English for data show
2. English for material and handouts
3. English/Arabic for delivery and discussion

Registration Process

To enroll in this online course, please click the following link for the registration form and fill out all the required information:

<https://forms.gle/DDjjPGaam2sPn2WR7>

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808