

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Advanced Total Quality Management Professional



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference MSPC-TQ-02 • Management Centres

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AT A GLANCE

REFERENCE	MSPC-TQ-02
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Leadership in Quality Management

5 chapters · 30 classes65 marks

• 1 Foundations of Leadership in Quality Management — 6 classes

› 1.1 Define Leadership: Essential Traits in Quality Management

› 1.2 Explore Quality Management Principles and Their Leaders

› 1.3 Analyze Different Leadership Styles in Quality Management

› 1.4 Investigate the Role of Communication in Quality Leadership

› 1.5 Assess the Impact of Leadership on Quality Improvement Initiatives

› 1.6 Develop a Personal Leadership Action Plan for Quality Management

• 2 Creating a Quality-Centric Organizational Culture — 6 classes

› 2.1 Define Quality-Centric Culture and Its Importance

› 2.2 Identify Key Characteristics of Quality-Centric Organizations

› 2.3 Analyze Leadership Roles in Fostering Quality Management

› 2.4 Explore Strategies for Employee Engagement in Quality Practices

› 2.5 Develop Communication Plans to Promote Quality Values

› 2.6 Create an Action Plan for Embedding Quality-Centric Practices

• 3 Strategic Leadership and Quality Improvement — 6 classes

› 3.1 Define Strategic Leadership in Quality Management

› 3.2 Analyze Key Theories of Leadership in Quality Improvement

› 3.3 Integrate Core Quality Management Principles with Strategic Leadership

› 3.4 Assess the Role of Data and Metrics in Quality Leadership

› 3.5 Develop a Strategic Quality Improvement Action Plan

› 3.6 Evaluate the Impact of Leadership Styles on Quality Enhancement

• 4 Leading Teams for Effective Quality Management — 6 classes

› 4.1 Define Quality Management in Team Leadership

› 4.2 Identify Key Leadership Styles for Quality Improvement

› 4.3 Analyze Team Dynamics and Their Impact on Quality

› 4.4 Implement Effective Communication Strategies for Quality Teams

› 4.5 Foster a Culture of Continuous Improvement Among Team Members

› 4.6 Evaluate Team Performance Metrics for Quality Outcomes

• 5 Innovative Leadership in TQM Systems — 6 classes

› 5.1 Explore the Role of Innovative Leadership in TQM

› 5.2 Identify Key Traits of Effective TQM Leaders

› 5.3 Analyze Case Studies of Successful TQM Leadership

› 5.4 Develop Strategies for Fostering Innovation in Quality Management

› 5.5 Implement Collaborative Leadership Techniques in TQM

› 5.6 Evaluate the Impact of Leadership Styles on TQM Outcomes

• 1 Understanding Quality Measurement Fundamentals — 6 classes

- › 1.1 Define Key Concepts in Quality Measurement
- › 1.2 Explore Different Methods of Quality Measurement
- › 1.3 Analyze the Importance of Data Accuracy in Quality Measurement
- › 1.4 Examine Quality Standards and Their Impact on Measurement
- › 1.5 Implement Tools and Techniques for Quality Improvement
- › 1.6 Create a Quality Measurement Plan for Continuous Improvement

• 2 Key Performance Indicators (KPIs) in Quality Management — 6 classes

- › 2.1 Define Key Performance Indicators in Quality Management
- › 2.2 Identify Types of KPIs Used in Quality Measurement
- › 2.3 Analyze the Role of KPIs in Continuous Improvement
- › 2.4 Set SMART Criteria for Effective KPI Development
- › 2.5 Evaluate KPI Performance through Real-World Case Studies
- › 2.6 Develop a KPI Dashboard for Quality Management

• 3 Tools and Techniques for Quality Data Collection — 6 classes

- › 3.1 Identify Key Quality Metrics for Data Collection
- › 3.2 Explore Qualitative vs. Quantitative Data Collection Techniques
- › 3.3 Utilize Surveys and Questionnaires for Effective Feedback
- › 3.4 Implement Statistical Process Control Charts for Quality Monitoring
- › 3.5 Analyze Data Using Tools like Pareto Analysis and Fishbone Diagrams
- › 3.6 Develop an Action Plan Based on Collected Quality Data Insights

• 4 Analyzing Quality Data for Performance Improvement — 6 classes

- › 4.1 Identify Key Quality Metrics for Analysis
- › 4.2 Collect and Organize Quality Data Effectively
- › 4.3 Analyze Quality Data Using Statistical Tools
- › 4.4 Interpret Data Trends and Patterns for Insights
- › 4.5 Develop Action Plans Based on Data Analysis
- › 4.6 Communicate Findings and Recommendations for Improvement

• 5 Implementing Continuous Quality Improvement Initiatives — 6 classes

- › 5.1 Identify Key Principles of Continuous Quality Improvement
- › 5.2 Analyze Current Quality Measurement Techniques
- › 5.3 Develop Actionable Quality Improvement Objectives
- › 5.4 Implement Effective Change Management Strategies
- › 5.5 Evaluate the Impact of Quality Improvement Initiatives
- › 5.6 Foster a Culture of Continuous Quality Improvement

• 1 Fundamentals of Risk Management in Quality — 6 classes

- › 1.1 Define Key Concepts in Risk Management
- › 1.2 Identify Types of Risks in Quality Management
- › 1.3 Analyze Risk Assessment Techniques
- › 1.4 Evaluate Risk Mitigation Strategies
- › 1.5 Implement Risk Management Tools in Quality Processes
- › 1.6 Monitor and Review Risk Management Outcomes

• 2 Identifying and Assessing Risks in Quality Processes — 6 classes

- › 2.1 Define Risk Types in Quality Management
- › 2.2 Analyze the Impact of Risks on Quality Processes
- › 2.3 Identify Common Risks in Quality Control Procedures
- › 2.4 Utilize Risk Assessment Tools in Quality Frameworks
- › 2.5 Develop a Risk Priority Matrix for Quality Issues
- › 2.6 Create an Action Plan to Mitigate Quality Risks

• 3 Risk Mitigation Strategies and Tools for Quality Improvement**• 4 Integrating Risk Management into Quality Assurance Systems****• 5 Evaluating and Monitoring Risk Management Performance in Quality**

• 1 Understanding the Basics of Statistical Quality Control — 6 classes

- › 1.1 Define Key Concepts in Statistical Quality Control
- › 1.2 Explore the Importance of Quality Control in Manufacturing
- › 1.3 Identify Common Statistical Tools Used in Quality Control
- › 1.4 Analyze Data Collection Methods for Quality Assurance
- › 1.5 Apply Statistical Techniques to Monitor Process Performance
- › 1.6 Evaluate Case Studies Demonstrating Effective Quality Control

• 2 Descriptive Statistics and Data Analysis Techniques — 6 classes

- › 2.1 Define Descriptive Statistics and Its Importance in Quality Control
- › 2.2 Identify and Utilize Key Measures of Central Tendency
- › 2.3 Explore Measures of Dispersion in Data Sets
- › 2.4 Visualize Data Using Graphical Representation Techniques
- › 2.5 Apply Descriptive Statistics to Real-World Quality Control Cases
- › 2.6 Evaluate the Limitations of Descriptive Statistics in Analysis

• 3 Control Charts: Theory and Application — 6 classes

- › 3.1 Understand the Fundamentals of Control Charts
- › 3.2 Identify Types of Control Charts and Their Uses
- › 3.3 Interpret Control Chart Components and Signals
- › 3.4 Construct a Control Chart Using Real Data
- › 3.5 Analyze Control Chart Patterns for Decision Making
- › 3.6 Apply Control Charts to Continuous Improvement Initiatives

• 4 Process Capability and Performance Metrics — 6 classes

- › 4.1 Define Process Capability and Its Importance in Quality Management
- › 4.2 Identify Key Performance Metrics for Measuring Process Quality
- › 4.3 Apply Statistical Methods to Calculate Process Capability Indices
- › 4.4 Analyze Process Performance Data to Identify Areas for Improvement
- › 4.5 Compare Process Capability Against Industry Standards and Benchmarks
- › 4.6 Develop a Continuous Improvement Plan Based on Process Capability Insights

• 5 Advanced Statistical Techniques for Quality Improvement — 6 classes

- › 5.1 Analyze Variation Using Advanced Statistical Techniques
- › 5.2 Apply Control Charts for Monitoring Quality Processes
- › 5.3 Utilize Design of Experiments to Optimize Processes
- › 5.4 Implement Six Sigma Methodologies for Quality Improvement
- › 5.5 Evaluate Process Capability and Performance Metrics
- › 5.6 Integrate Advanced Statistical Methods into Quality Management Systems

• 1 Understanding the Foundations of Strategic Quality Planning — 6 classes

- › 1.1 Define Strategic Quality Planning and Its Importance
- › 1.2 Identify Key Principles of Total Quality Management
- › 1.3 Analyze External and Internal Factors Affecting Quality
- › 1.4 Develop Quality Objectives Aligned with Strategic Goals
- › 1.5 Create a Framework for Strategic Quality Initiatives
- › 1.6 Evaluate the Impact of Quality Planning on Organizational Performance

• 2 Analyzing Organizational Quality Needs and Goals — 6 classes

- › 2.1 Identify Key Quality Stakeholders in Your Organization
- › 2.2 Assess Current Quality Performance Metrics and Standards
- › 2.3 Analyze Gaps Between Current Quality Levels and Desired Goals
- › 2.4 Define Strategic Quality Goals Aligned with Organizational Objectives
- › 2.5 Develop Actionable Plans to Achieve Quality Improvement Goals
- › 2.6 Evaluate and Adjust Quality Strategies Based on Stakeholder Feedback

• 3 Developing a Comprehensive Quality Management Plan — 6 classes

- › 3.1 Identify Key Components of a Quality Management Plan
- › 3.2 Analyze Stakeholder Requirements and Expectations
- › 3.3 Develop Measurable Quality Objectives and Goals
- › 3.4 Design Quality Control and Assurance Processes
- › 3.5 Create a Risk Management Strategy for Quality
- › 3.6 Implement and Review the Quality Management Plan

• 4 Implementing Quality Strategies and Initiatives — 6 classes

- › 4.1 Define Quality Strategies to Align with Organizational Goals
- › 4.2 Analyze Stakeholder Needs to Drive Quality Initiatives
- › 4.3 Develop and Prioritize Quality Improvement Targets
- › 4.4 Implement Quality Management Tools for Strategic Execution
- › 4.5 Measure and Evaluate the Effectiveness of Quality Strategies
- › 4.6 Foster a Culture of Continuous Improvement in Quality Practices

• 5 Monitoring, Evaluating, and Continuous Improvement in Quality Planning — 6 classes

- › 5.1 Define Key Performance Indicators for Quality Monitoring
- › 5.2 Analyze Data Collection Methods for Quality Evaluation
- › 5.3 Implement Continuous Improvement Strategies in Quality Planning
- › 5.4 Assess the Impact of Quality Initiatives on Organizational Performance
- › 5.5 Develop a Framework for Regular Quality Reviews
- › 5.6 Create a Continuous Feedback Loop for Quality Enhancement

• 1 Foundations of Total Quality Management — 6 classes

- › 1.1 Define Total Quality Management and its Key Principles
- › 1.2 Explore the Historical Development of Total Quality Management
- › 1.3 Identify the Role of Leadership in Total Quality Management
- › 1.4 Examine the Relationship Between TQM and Continuous Improvement
- › 1.5 Analyze Customer Satisfaction as a Fundamental TQM Principle
- › 1.6 Apply TQM Concepts to Real-World Scenarios

• 2 Quality Tools and Techniques in TQM — 6 classes

- › 2.1 Identify Key Quality Tools in TQM
- › 2.2 Analyze the Purpose of Quality Techniques
- › 2.3 Apply the PDCA Cycle in Quality Management
- › 2.4 Utilize Fishbone Diagrams for Root Cause Analysis
- › 2.5 Measure Process Performance with Control Charts
- › 2.6 Implement Continuous Improvement Strategies Using Quality Tools

• 3 Customer Focus and Satisfaction in TQM — 6 classes

- › 3.1 Define Customer Focus in TQM Principles
- › 3.2 Identify Customer Needs through Effective Communication
- › 3.3 Analyze Customer Satisfaction Metrics and Tools
- › 3.4 Implement Strategies for Enhancing Customer Satisfaction
- › 3.5 Evaluate Impact of Customer Feedback on Quality Management
- › 3.6 Develop an Action Plan for Continuous Customer Satisfaction Improvement

• 4 Leadership and Culture in Total Quality Management — 6 classes

- › 4.1 Define Leadership Roles in Total Quality Management
- › 4.2 Explore the Impact of Organizational Culture on Quality
- › 4.3 Identify Key Leadership Styles that Promote Quality
- › 4.4 Analyze Case Studies of Successful TQM Leadership
- › 4.5 Develop Strategies for Cultivating a Quality-Oriented Culture
- › 4.6 Implement Leadership Practices to Enhance TQM Initiatives

• 5 Sustaining Continuous Improvement with TQM — 6 classes

- › 5.1 Understand the Foundations of Total Quality Management
- › 5.2 Identify Key Principles of Continuous Improvement
- › 5.3 Analyze Tools and Techniques for Continuous TQM Improvement
- › 5.4 Evaluate Organizational Culture's Role in Sustaining Improvement
- › 5.5 Develop Strategies for Overcoming Resistance to Change
- › 5.6 Implement a Continuous Improvement Action Plan in Your Team