



Total Quality Management (TQM)

January 28 - 29, 2019 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Mr. Paramesvaran A/L Muniandy has almost 20 years of experience in the field of Operations Management in a multi-national Japanese manufacturing company. He holds a Master of Energy & Environment Management, a Master of Business Administration, a Bachelor of Business Engineering, a Post Diploma in Marketing and a Professional Diploma in Total Quality Management. Currently, he is pursuing PhD in Business Administration (Bulancan State University). Besides that, he is a Certified Professional Trainer (ARTDO International), an IRCA Certified Environmental Management System Auditor (SGS) and 5S Quality Environment (QE) Trainer. He specialises in the field of Operations Management, Total Quality Management System, 5S Organisation, Human Resource Management and Supply Chain Management. He also trains ISO Certification programmes on Quality (QMS ISO 9001) and Environmental Management (ISO 14001). His trainings are mostly tailor-made according to the clients' needs; realigning and reengineering the Organisation Systems and Procedures (SOP/KPI) to meet the organisational objectives effectively and efficiently. He had conducted a wide range of training programmes and also provided consultation services to the manufacturing and services sectors. The successful system and process improvement initiatives (5S, Kaizen, Poka Yoke, etc) had boosted their organisations' productivity and performance at the global arena.

WHO SHOULD ATTEND

CEOs, General Managers, Heads of Department, Engineers, Executives, Supervisors, Officers, Secretaries, Administrators, Entrepreneurs, etc.

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

OBJECTIVES

- Realise the importance of quality models
- Understand various quality concepts and practices
- Understand Total Quality Management (TQM) philosophy
- Learn and apply the TQM improvement tools to enhance customer satisfaction and improve processes within their organisation
- Gain an understanding of other widely-used improvement methodologies

CONTENTS

- Principles of TQM
 - The Evolution of Quality Management
- Quality Management System
 - ISO 9001:2015 QMS and ISO 14001:2015 EMS
- Quality Tools and Methods
 - Application of 7QC Tools in Problem Solving
 - 7 QC Tools and 7 New QC Tools
 - 5S, Kaizen, Six Sigma, Benchmarking, Poka Yoke, etc.
- Quality Planning and Implementation
 - Implementation of Total Quality Management in Organisation
- TQM Audit
 - How to Conduct an Effective Internal Quality Audit

ADMINISTRATIVE DETAILS

Dates : **January 28 - 29, 2019**
 Time : 9.00 am – 5.00 pm
 Venue : **Shah Alam Convention Centre**
 No. 4 Jalan Perbadanan 14/9
 40000 Shah Alam, Selangor Darul Ehsan
 Fees : FMM Members – RM 1,300 per participant
 Non Members – RM1,600 per participant

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

*** Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

IN-HOUSE TRAINING AVAILABLE

For further enquiries, please contact:

Siti Nazihah / Azrini
FMM Institute

Tel: 03-62867200 Fax: 03-62776712

Email: training@fmm.org.my

Visit us at: www.fmm.edu.my

REGISTRATION FORM

Total Quality Management (TQM)

January 28 - 29, 2019 (Monday-Tuesday)

Shah Alam Convention Centre

The Manager
FMM Institute
Tel: 03-62867200
Fax: 03-62776712

Please tick (✓) accordingly:
PSMB Scheme: SBL Non Contributor
Require vegetarian meal: Yes No

Dear Madam,
Please register the following participant(s) for the above programme:
(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

Nationality **IC No.**

2. **Name** **Designation** **E-mail**

Nationality **IC No.**

3. **Name** **Designation** **E-mail**

Nationality **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

Tel No.: _____ Fax No.: _____ Date: _____

My Corporate Identity No.: _____