



# TQM in Public Sector



*Corporate Heads, Managers, Armed Forces, Govt Officials & NGOs*



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## Introduction

Total Quality Management (TQM) is an organized function in public and private sector organizations for standardization and progressive improvement in the overall performance of their products, services, processes and systems. It has a long history of application in manufacturing companies, however, since last two decades, TQM is used as a tool by many states, governments and public sector organizations to improve their performances and competitiveness. The countries where it is state sponsored include UAE, India, Malaysia, Turkey, Iran Sri Lanka and many Gulf States. This field is yet to be sponsored by the state or most of the public sector organizations in Pakistan. It is high time that TQM should become part of our national strategy for the public sector organizations, in order to improve the quality of their services and ensuring sustain ability.

It is highly valuable, interactive and practical course sharing experiences of various neighboring countries for developing effective strategies for TQM. It introduces many state of the art TQM frameworks, tools and methodologies, which can be adopted or adapted by public sector organizations to enhance and sustain their quality of services.

## Course Contents

1. TQM and Service Quality Fundamentals
2. Differences between Quality Control, Quality Assurance and Quality Management
3. Analysis of ISO 9000 Practices in Pakistan ,TQM Theory & BEM
5. TQM Case Studies of other countries, QMS & KPIs
6. Top Management Roles and organizational structure and Dynamics for TQM Implementation
7. TQM Popular Tools and framework; e.g. ISO 9000, BSC, 5S, Six Sigma, Kaizen, TPM, etc. and how to progressively adopt them
8. Most Common Success and Failure Factors of TQM, especially in Public Sector Organizations
10. National Quality Infrastructure and Recommendations

## Duration

01 Day



Leading the Modern  
Quality Movement in Pakistan

## PIQC - Center for Excellence

Leading Institute in Pakistan providing academic programs, professional diplomas & certifications, short courses and corporate development in Quality Control (QC), Quality Assurance (QA) and Total Quality Management (TQM), Human Resource Management (HRM) and Health, Safety and Environment (HSE). Celebrating the 25th year of its establishment, PIQC vision is to see Pakistan a hallmark of Quality in the national and global environments. With its leadership and team of specialists, it has provided academic education and professional courses to more than 40,000 students and professionals. It is the pioneer and most authentic source for running International Six Sigma and Lean Manufacturing programs, including Six Sigma Yellow Belt, Six Sigma Green Belt and Six Sigma Black Belt in Pakistan.

PIQC has professional collaborations and linkages with various local and foreign organizations including Hamdard University, Superior University, NED University of Engineering and Technology, IQCS Certification, Singapore Quality Institute International (SQII), American Society for Quality (ASQ), and Quality and Productively Society of Pakistan (QPSP)

Degree Programs	Professional Diploma	International Certifications	Corporate Courses	International Conventions
<p>Masters &amp; MPhil in: Quality Management</p> <p>Human Resource Management</p> <p>Industrial Management</p> <p>EHS Management</p>	<p>PIQC Diplomas/ Certifications in Quality Management</p> <p>Project Management</p> <p>Health Care Quality Management</p> <p>HSE Management</p> <p>HRM Management</p> <p>Supply Chain Management</p> <p>Labor Laws and IR Management</p>	<p>Internationally Recognized Certifications</p> <p>IRCA (UK) Accredited Certified ISO 9000 Lead Auditor</p> <p>Certified Six Sigma Green Belt &amp; Black Belt</p>	<p>Nation-wise seminars &amp; workshops on Total Quality Management, Six Sigma, ISO 9000</p> <p>Quality Assurance in Manufacturing, Services, Education, Banks and Healthcare, Total Productive Maintenance</p>	<p>Pakistan's 14th International Convention on Quality Improvement</p> <p>ICQI 2014 Nov 14-15 Lahore</p> <p>Theme Quality Standards &amp; Tools</p>

### PIQC INSTITUTE OF QUALITY

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