

TQM PRINCIPLES

Who should attend?

This course is designed for those individuals in the semiconductor industry who require the knowledge and skills of TQM Principles.

Course Benefits

Increase knowledge of techniques and tools needed for successful business performance.
Improve skills that affect daily business operations:
Communication Skills.
Motivational Skills.
Group productivity in the workplace.

Course Objectives

- In Total Quality Management Principles you will build on the fundamentals by examining the principles of customer satisfaction and quality teamwork.
- It teaches the importance of training and motivation, performance excellence and shared quality, as well as the first steps in implementing an improvement process.

Course Modules

1. *Customer needs map*
2. *Four stages of team development*
3. *Methodology for process improvement*
4. *Quality-planning roadmap*
5. *Developing a training plan for quality*

Registration Information

Prerequisites: *TQM Fundamentals (TRNWNG-7)*

Course Length: *5 Hours*

Course Type: *Web-based Training*

Course Number: *TRNWNG-9*

To enroll or for more information on our products and services, please call our registrar at one of the numbers below or go to www.appliedtraining.com.

- 1-800-468-8888, option 4 (United States)
- 1-512-272-0027 (International)

Computer System Requirements:

Attending this course requires a Windows 98, NT, 2000 or XP computer using Internet Explorer 5.5 or higher. 128MB RAM or higher and high-speed Internet access is also highly recommended.