



*Training Course:
Total Quality Management (TQM) & Theory of
Constraints (TOC)*

*26 - 30 July 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Total Quality Management (TQM) & Theory of Constraints (TOC)

Training Course code: MA12330 From: 26 - 30 July 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

In today's competitive and performance-driven environment, organizations must continuously improve quality while maximizing efficiency and throughput. **Total Quality Management TQM** and the **Theory of Constraints TOC** provide powerful, complementary approaches to achieving operational excellence and sustainable improvement.

This program, developed by **Global Horizon Training Center**, equips participants with the principles, tools, and techniques required to enhance quality, eliminate inefficiencies, and optimize system performance. It focuses on building a culture of continuous improvement through TQM, while applying TOC to identify and manage system constraints that limit productivity.

Participants will gain practical insights into improving processes, increasing customer satisfaction, and aligning operations with strategic goals through structured methodologies and real-world applications.

Course Objectives

By the end of this program, participants will be able to:

- Understand the principles and philosophy of Total Quality Management TQM
- Apply continuous improvement techniques to enhance quality and performance
- Identify system constraints and apply Theory of Constraints TOC concepts
- Improve process efficiency and reduce bottlenecks
- Utilize quality management tools for analysis and improvement
- Align quality initiatives with organizational strategy
- Enhance customer satisfaction and service quality
- Drive operational excellence through integrated TQM and TOC approaches

Target Audience

This program is designed for:

- Quality Assurance and Quality Control Professionals
- Operations and Production Managers
- Process Improvement and Continuous Improvement Teams
- Project Managers and Engineers
- Manufacturing and Service Industry Professionals
- Business Analysts and Performance Managers
- Professionals involved in operational excellence initiatives

Outline

Day 1: Foundations of TQM and TOC

- Introduction to Total Quality Management TQM
- Principles of Quality Management and Continuous Improvement
- Customer Focus and Quality Culture
- Introduction to Theory of Constraints TOC
- Understanding System Constraints and Bottlenecks
- The Relationship Between TQM and TOC

Day 2: Quality Management Tools and Techniques

- Process Mapping and Flow Analysis
- Root Cause Analysis Fishbone Diagram, 5 Whys
- Statistical Process Control SPC Basics
- Pareto Analysis 80/20 Rule
- Quality Improvement Methodologies PDCA Cycle
- Measuring Quality Performance

Day 3: Applying Theory of Constraints TOC

- The Five Focusing Steps of TOC
- Identifying and Managing Bottlenecks
- Drum-Buffer-Rope Concept
- Throughput Accounting Basics
- Constraint-Based Scheduling and Planning
- Case Studies on TOC Applications

Day 4: Integrating TQM and TOC for Operational Excellence

- Aligning Quality and Constraint Management
- Continuous Improvement Strategies
- Eliminating Waste and Enhancing Efficiency
- Performance Measurement and KPIs
- Managing Change and Driving Improvement Initiatives
- Cross-Functional Collaboration

Day 5: Sustaining Improvement and Best Practices

- Building a Culture of Continuous Improvement
- Leadership Role in Quality and Performance Management
- Benchmarking and Best Practices
- Innovation in Quality Management
- Case Studies and Practical Applications
- Developing Action Plans for Organizational Improvement

Registration form on the Training Course: Total Quality Management (TQM) & Theory of Constraints (TOC)

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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