



DATE & TIME
3 Oct 2023
9am - 5pm

PLATFORM
Microsoft Teams

INTRODUCTION AND IMPLEMENTATION OF

Total Quality Management

Total Quality Management (TQM) is a holistic approach to build robust quality through leadership commitment, user-friendly business processes and highly engaged employees, and ultimately deliver superior customer values. It essentially pushes organizations to focus on continuous process improvement to strengthen and sustain the quality performance at required level.

This programme aims to provide rubber industry members with understanding and insights on the philosophy and guiding principles of TQM, utilization of TQM tools to identify and eliminate process variations and operational wastes and on the planning and organization of TQM programme throughout the manufacturing plant. Personnel responsible for administration and operational tasks and duties such as senior management, department heads, section managers, engineers, executives and officers are encouraged to attend this programme. Don't miss this opportunity to strengthen your knowledge on TQM and register now!



MR. S. NEELAMEGAM
Senior Trainer & Consultant

Mr. S. Neelamegam has obtained his Bachelors Degree in Science with Honors in Chemistry from University of Malaya (1991) and Masters in Business Administration from University Utara Malaysia (2008). He has actively engaged himself in knowledge accumulation by acquiring the Six Sigma Champion (2002) and Green Belt (2004), Lean Facilitator (2006), TTT Certification No: 1859 (2009) and Lean Master (2013) to expand his horizon as a trainer and consultant. With more than 27 years of experience, his expertise covers Quality and Productivity Improvement Tools & Techniques, Quality and Manufacturing Systems, Lean Six Sigma Modules and Supervisory Leadership Development Programs. He has been managing multi-national companies in core manufacturing areas and achieving operational results through people engagements, and deployment of continuous improvement methodologies.

COURSE FEE

- **RM 60**
MRC Members
- **RM 150**
Non-Member Companies
- E-Certificate of Attendance will be issued

PROGRAMME of the DAY

- 8.30AM**
Online Registration is Opened
- 9.00AM**
Welcoming Remarks by MRC
- 9.10AM**
 - Module 1 – Introduction of TQM
 - Module 2 – TQM Framework
 - Module 3 – Continuous Quality Improvement
- 1.00PM**
Lunch
- 2.00PM**
 - Module 4 – Measuring Quality Performance
 - Module 5 – TQM Case Study -
Quality 4.0: An Extension of Industrial Revolution 4.0
- 5.00PM**
End of Programme