



QUALITY, ISO STANDARDS AND AUDITING

Total Quality Management Implementation

5 day course

Classroom, online or in-house

Course overview

Quality drives that start with a launch event and a poster campaign tend to fade within a year because nobody changed how supervisors run the shift. This course is about the practical rollout of total quality in a working organisation. Delegates work through the ideas of Deming, Juran, Crosby and Ishikawa as working tools rather than history, then the internal customer chain, quality circles and improvement teams, the supervisor's daily routine, suggestion schemes and recognition, skills training for frontline staff, and the seven basic quality tools used on the floor. Resistance, union consultation and keeping momentum after the first wins are treated as implementation problems with answers. Delegates leave with a phased rollout plan for their own department or plant and practical means to keep employees involved once the novelty wears off.

What you will learn

- Explain the contributions of Deming, Juran, Crosby and Ishikawa in practical terms
- Map internal customer and supplier relationships within a department
- Establish quality circles and improvement teams with clear charters
- Design a supervisor routine that reinforces quality on every shift
- Apply the seven basic quality tools to frontline problems
- Plan suggestion schemes and recognition that sustain participation
- Manage resistance and consult organised labour on quality changes
- Prepare a phased rollout plan for a department or plant

Who should attend

- Plant and operations managers
- Production and service supervisors
- Quality coordinators leading culture change
- Human resources and training managers
- Shop stewards and team leaders involved in improvement teams

Course outline

- 01 Why quality initiatives fade
- 02 The quality pioneers as working tools
- 03 Internal customers and supplier chains
- 04 Quality circles and improvement teams
- 05 The supervisor's daily routine
- 06 The seven basic quality tools
- 07 Suggestion schemes, recognition and training
- 08 Resistance and labour consultation
- 09 Building a phased rollout plan

Upcoming dates



Dates	Venue	Format	Fee per delegate
19 to 23 October 2026	Gaborone, Botswana	Classroom	R19,950
21 to 25 December 2026	Harare, Zimbabwe	Classroom	USD 1,325
15 to 19 February 2027	Nairobi, Kenya	Classroom	USD 1,325
8 to 12 March 2027	Online	Online	R8,500

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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