

# Postgraduate Certificate Total Quality Management in Organizations





## Postgraduate Certificate Total Quality Management in Organizations

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Graduates, Postgraduates and university graduates who have previously completed any of the degrees in the fields of Finance, Business, Economics and Computer Science

Website: [www.techtute.com/in/school-of-business/postgraduate-certificate/total-quality-management-organizations](http://www.techtute.com/in/school-of-business/postgraduate-certificate/total-quality-management-organizations)

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# 01 Welcome

Quality Management is an excellent tool that should be implemented in any organization and company. Even so, it is surprising that very few do it, which in the long term does not meet the needs of customers. Therefore, having a professional who is knowledgeable in this area, and who will help maintain ISO 9001:2015 certification, is well appreciated by any board of directors. That is why this program will provide the basis for the student to know in depth the guidelines for the development, maintenance and necessary improvement of the quality of a company.



Postgraduate Certificate in Total Quality Management in Organizations  
TECH Technological University



“

*Help your company develop and increase its quality, thanks to the advanced knowledge that this program will provide you with"*

02

# Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class center for intensive managerial skills education.



“

*TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"*

## At TECH Technological University



### Innovation

The university offers an online learning model that balances the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"*Microsoft Europe Success Story*", for integrating the innovative, interactive multi-video system.



### The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

**95%** | of TECH students successfully complete their studies



### Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

**+100000**

executives prepared each year

**+200**

different nationalities



### Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

**+500**

collaborative agreements with leading companies



### Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



### Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.





TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



### Analysis

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TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



### Academic Excellence

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TECH offers students the best online learning methodology. The university combines the Relearning method (postgraduate learning methodology with the best international valuation) with the Case Study. Tradition and vanguard in a difficult balance, and in the context of the most demanding educational itinerary.



### Economy of Scale

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TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.



### Learn with the best

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In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



*At TECH, you will have access to the most rigorous and up-to-date case analyses in academia"*

03

# Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.





“

*We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you education of the highest academic level”*

This program will provide you with a multitude of professional and personal advantages, among which we highlight the following:

**01**

### A Strong Boost to Your Career

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

*70% of students achieve positive career development in less than 2 years.*

**02**

### Develop a strategic and global vision of the company

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional fields.

*Our global vision of companies will improve your strategic vision.*

**03**

### Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

*You will work on more than 100 real senior management cases.*

**04**

### You will take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

*45% of graduates are promoted internally.*

05

### Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

*You will find a network of contacts that will be instrumental for professional development.*

06

### Thoroughly develop business projects.

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different fields in companies.

*20% of our students develop their own business idea.*

07

### Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

*Improve your communication and leadership skills and enhance your career.*

08

### You will be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified teachers from the most prestigious universities in the world: the TECH Technological University community.

*We give you the opportunity to study with a team of world-renowned teachers.*

# 04 Objectives

This Postgraduate Certificate has a clear objective: to provide students with the tools they need to maintain the quality of a company's products and services. To do this, you will need to know the most advanced methodologies and techniques that will help you in this task. Therefore, after completing the course, students will see their professional opportunities increase, as well as their leadership and management skills.



“

*Develop the principles of Quality Control, Quality Management and Total Quality, thanks to the online content of this program"*

**TECH makes their students' goals their own goals too**  
**Working together to achieve them**

The **Postgraduate Certificate in Total Quality Management in Organizations** qualifies students to:

01

Examine the development of quality throughout history and develop the concept of Total Quality management to its full extent

04

Develop specialized knowledge on quality and its importance in organizations

02

Provide specialized knowledge to industry professionals about the main concepts related to a Total Quality strategy.



03

Facilitate the most advanced Total Quality methodologies, techniques and tools so that the professionals of the sector are able to carry out an adequate development of the total quality of the organization, always under the concept of continuous improvement.

05

Establish total quality as the main management strategy



06

Consider continuous improvement as the pillar of management in organizations

08

Analyze *Benchmarking* for the benefit of the Total Quality of organizations.



09

Include 5S in total quality development

07

Exploit the tools available to ensure total quality

10

Specialize in advanced methodologies in total quality management

05

# Structure and Content

The structure of this Postgraduate Certificate has been designed to be 100% online, allowing students to organize their learning pace and professional schedule at their convenience. In this way, you will be able to continue advancing in these two indispensable areas to ensure a position of excellence within any organization.



“

*The Relearning methodology implemented by TECH will allow you to continue learning at your own pace and in a natural way. A great advantage for you and your career"*

## Syllabus

The Postgraduate Certificate in Total Quality Management in Organizations of TECH Technological University is an intensive and practical program that will prepare the student to value different quality tools within the industry.

In addition, the content is also designed to promote the development of managerial skills that allow for more rigorous decision making in uncertain environments.

During 1,500 hours of continuous learning, the student will address quality issues and their main fundamentals, as well as their historical evolution. All this will help you understand the future of this area. Likewise, you will develop the principles of quality control, quality management and total quality, establishing the guidelines to integrate them in the development, maintenance and improvement of the company's quality.

This Postgraduate Certificate is developed over 6 weeks and is divided into 1 module:

### Module 1

Total Quality Management in Organizations



### Where, When and How is it Taught?

TECH offers the possibility of developing this Postgraduate Certificate in Total Quality Management in Organizations completely online. During the 6 weeks of the specialization, the student will be able to access all the contents of this program at any time, which will allow the students to self-manage their study time.

*A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.*

**Module 1. Total Quality Management in Organizations**

**1.1. Quality**

- 1.1.1. Quality in Organizations
- 1.1.2. The Economics of Quality. Quality Costs
- 1.1.3. Benefits of a Quality Management System
- 1.1.4. Integrated Systems in Business Management

**1.2. Quality Control and Management**

- 1.2.1. Quality Management
- 1.2.2. Total Quality as Business Excellence
- 1.2.3. Expert Contributions

**1.3. Comprehensive Quality**

- 1.3.1. Leadership and Total Quality Management. Deployment of Objectives
- 1.3.2. Total Quality Management. Loyalty
- 1.3.3. Total Quality and Information Technology Management
- 1.3.4. Total Quality and Knowledge Management
- 1.3.5. Process reengineering

**1.4. Total Quality Management**

- 1.4.1. Total Quality Management (TQM)
- 1.4.2. The Great Total Quality Models
- 1.4.3. The Key Elements of Total Quality: Teamwork
- 1.4.4. The PDCA or Continuous Improvement Scheme
- 1.4.5. The LEAN Concept and its relation to Total Quality

**1.5. Benchmarking**

- 1.5.1. Benchmarking and Total Quality
- 1.5.2. Types of Benchmarking
- 1.5.3. Benchmarking Stages

**1.6. Strategic Development of Total Quality**

- 1.6.1. Total Quality Strategies
- 1.6.2. Total Quality Information Systems
- 1.6.3. The Strategic Vision of Total Quality
- 1.6.4. Tools Related to the Strategies Used in Total Quality

**1.7. Process Approach in Total Quality**

- 1.7.1. Process Management
- 1.7.2. Process Start-up
- 1.7.3. Process Management and Improvement based on PDCA Analysis
- 1.7.4. Relationship between Process Management and Management by Processes

**1.8. Standardization: Order and Cleanliness based on 5S**

- 1.8.1. The 5S Step by Step
- 1.8.2. Implementation of the 5S
- 1.8.3. Benefits of 5S Implementation

**1.9. Total Quality Management Tools**

- 1.9.1. Improvement Teams
- 1.9.2. The 7 Classic Tools of Total Quality
- 1.9.3. Failure Modal Analysis (FMEA)
- 1.9.4. Taguchi Method

**1.10. Advanced Methodologies for Total Quality Management**

- 1.10.1. Kaizen. Data Science
- 1.10.2. Improvement and Problem Solving Methodologies
- 1.10.3. Quality Engineering Tools
- 1.10.4. Six Sigma



“

*Continuous improvement is the pillar of any organization's management. Develop a strategy to help you achieve this goal"*

# 06

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.







“

*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*

## TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“

*At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world”*



*This program prepares you to face business challenges in uncertain environments and achieve business success.*



## A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.

“

*You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”*

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

*Our program prepares you to face new challenges in uncertain environments and achieve success in your career.*

## Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

*Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.*

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals in mind:



### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



### Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





### Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



### Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

# Our Students' Profiles

Students who complete this program will become professionals capable and willing to face new professional challenges. Therefore, you will be able to implement different techniques and tools to estimate and improve the quality of any company. Therefore, this program is aimed at graduates, post-graduates, engineers and architects who have already started their career in this sector and want to deepen and master the latest developments and market trends.







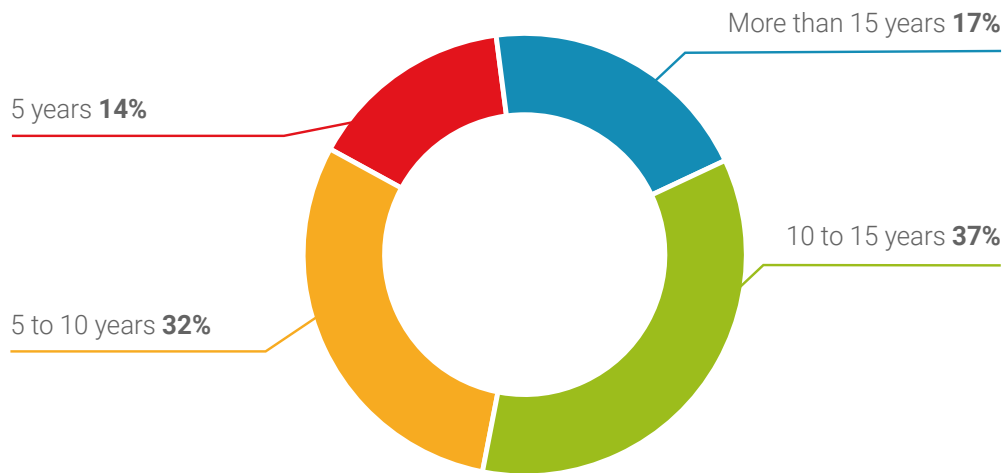
“

*It's time to move forward in your professional career. Don't think twice and enroll now"*

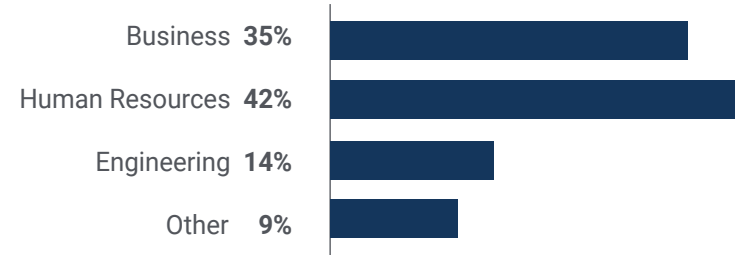
### Average Age

Between **35** and **45** years old

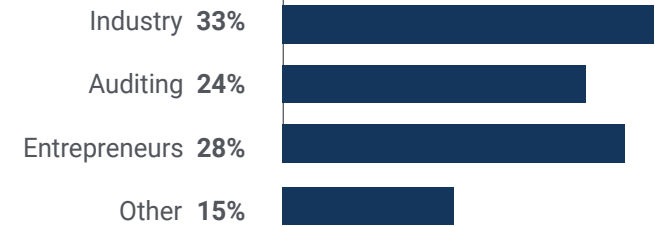
### Years of Experience



### Training



### Educational Profil



## Geographical Distribution

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## Manuel Buenafuente

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Quality Systems Auditor

*"By completing this program, I was able to completely change my professional outlook, finding new opportunities as an auditor. This allowed me to implement new strategies that increased the company's quality projection by 5%. In conclusion, a path that I will be able to continue on thanks to this Postgraduate Certificate"*

08

# Course Management

A group of teachers, of the highest level, are in charge of guiding the student in this program. They have participated in important projects to determine the quality of a company, providing their services as external consultants to determine the best ISO standards to implement. For all this, they have designed a complete and current syllabus that will help to enhance the student's critical thinking and leadership skills.



“

*The best team of professionals will be at your disposal to learn everything you need to know about Benchmarking”.*

## Management



### **Ms. López Rodríguez, Karmele**

- ♦ Technical Engineer in Computer Science and Industrial Organization
- ♦ Responsible for Quality, Environment and Risk Prevention in Industrial Environments
- ♦ Lecturer of ISO 14001 in the Official Online Master's Degree in Integrated Management Systems at the Alfonso X El Sabio University, Madrid.
- ♦ Professor of Ergonomics and Applied Psychosociology in the Official Online Master's Degree in Occupational Risk Prevention at the Alfonso X El Sabio University, Madrid.
- ♦ Internship Coordinator for students
- ♦ Degree in Industrial Organization Engineering from the University of Deusto
- ♦ Technical Engineer in Computer Management from the University of Deusto.



## Professors

### Dr. Murgia Bergara, Iñaki

- ◆ Consultant at Alium Consulting
- ◆ Responsible for Management Systems. Jeremías España SA. Chimney manufacturer
- ◆ Consulting Specialist. ZillionGroup
- ◆ Degree in Biology, Universidad Politécnica de Valencia.
- ◆ PhD in Biological Sciences. Polytechnic University of Valencia
- ◆ Lean Manufacturing. Construction Quality

09

# Impact on Your Career

Completing this program translates into an immediate improvement for the student, who will see an increase in their skills, competencies and opportunities in this sector. They will be able to assume management positions with a great impact on the organization, increasing the quality of the products or services of any company.







“

*From day one you will see  
your career opportunities  
increase with this program"*

*Your management and leadership skills will not be the only ones to benefit from this Postgraduate Certificate. You will also receive this proposal that will increase your salary expectations.*

### Are you ready to take the leap? Excellent professional development awaits you.

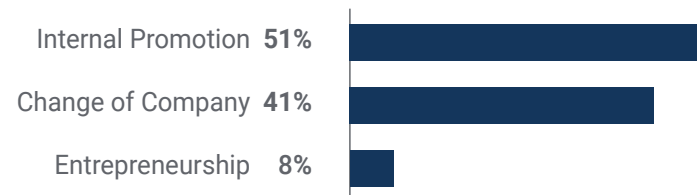
TECH's Postgraduate Certificate in Total Quality Management in Organizations is an intensive program that prepares students to face challenges and business decisions, fostered by the most current ISO standards. The main objective is to promote personal and professional growth. Helping students achieve success.

*At TECH you will achieve excellence with the best team of professionals in the business sector.*

#### Time of change



#### Type of change



## Salary increase

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This program represents a salary increase of more than **25.89%** for our students.



10

# Benefits for Your Company

Completing this Postgraduate Certificate in Total Quality Management in Organizations will enhance the professional career of all students who wish to become self-employed in this sector. In addition to being an excellent growth opportunity for the companies in which they provide their services. This will minimize accidents, increase efficiency and, of course, report improved economic results.



“

*A complete program, which will help you position yourself at the forefront of any company, thanks to your management and leadership skills"*

Developing and retaining talent in companies is the best long-term investment.

01

### Growth of talent and intellectual capital

The professional will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.

---

02

### Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the professional and opens new avenues for professional growth within the company.

03

### Building agents of change

You will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.

---

04

### Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets in the world economy.



05

### **Project Development**

The professional can work on a real project or develop new projects in the field of R & D or business development of your company.

---

06

### **Increased competitiveness**

This program will equip students with the skills to take on new challenges and drive the organization forward.

11

# Certificate

The Postgraduate Certificate in Total Quality Management in Organizations guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Technological University.





“

*Successfully complete this program  
and receive your university qualification  
without having to travel or fill out  
laborious paperwork"*

This **Postgraduate Certificate in Total Quality Management in Organizations** contains the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery\*.

The certificate issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

Title: **Postgraduate Certificate in Total Quality Management in Organizations**

Official N° of Hours: **150 h.**



\*Apostille Convention. In the event that the student wishes to have their paper certificate issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.



## Postgraduate Certificate Total Quality Management in Organizations

- » Modality: **online**
- » Duration: **6 weeks**
- » Certificate: **TECH Technological University**
- » Dedication: **16h/week**
- » Schedule: **at your own pace**
- » Exams: **online**

# Postgraduate Certificate Total Quality Management in Organizations

A man in a dark suit and striped tie is writing on a whiteboard. The whiteboard has handwritten text in blue marker. In the background, there are posters on the wall, including a world map and a bar chart.

Target : 90%  
Gain : 30%