

# LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

## Total Quality Management Professional



Terms and  
conditions

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### LAPT — London Academy of Professional Training

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**Reference** MSPC-TQ-01 • Management Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

|               |                                                |
|---------------|------------------------------------------------|
| REFERENCE     | MSPC-TQ-01                                     |
| AWARD         | Certificate                                    |
| ASSESSMENT    | 430 marks — 258 to pass (60%)                  |
| PREREQUISITES | None                                           |
| VALIDITY      | Lifetime                                       |
| AWARDING BODY | LAPT — London Academy of Professional Training |

CURRICULUM

1

Data Analysis for Quality Management

5 chapters · 30 classes 85 marks

• 1 Introduction to Data Analysis in Quality Management — 6 classes

› 1.1 Define Key Concepts of Data Analysis in Quality Management

› 1.2 Identify Data Sources Relevant to Quality Management

› 1.3 Explore Statistical Tools for Data Analysis

› 1.4 Analyze Data Trends to Inform Quality Decisions

› 1.5 Interpret Data Visualizations for Quality Insights

› 1.6 Apply Data Analysis Techniques to Real-World Quality Scenarios

• 2 Collecting and Managing Quality Data — 6 classes

› 2.1 Identify Key Quality Metrics for Data Collection

› 2.2 Explore Tools and Techniques for Data Collection

› 2.3 Develop a Data Collection Plan for Quality Management

› 2.4 Implement Data Collection Methods: Surveys and Observations

› 2.5 Assess Data Accuracy and Reliability in Quality Management

› 2.6 Analyze Collected Data to Drive Quality Improvement

• 3 Statistical Methods for Quality Improvement — 6 classes

› 3.1 Understand the Role of Statistical Methods in Quality Improvement

› 3.2 Identify Key Statistical Concepts for Data Analysis

› 3.3 Apply Descriptive Statistics to Quality Data Sets

› 3.4 Utilize Control Charts to Monitor Process Variation

› 3.5 Implement Hypothesis Testing for Quality Decision Making

› 3.6 Evaluate Statistical Sampling Methods for Quality Assurance

• 4 Data Visualization Techniques for Quality Insights — 6 classes

› 4.1 Identify Key Data Points for Quality Insights

› 4.2 Explore Different Types of Data Visualizations

› 4.3 Design Effective Charts for Quality Management

› 4.4 Utilize Software Tools for Data Visualization

› 4.5 Interpret Visualization Outputs for Decision Making

› 4.6 Present Data Findings to Stakeholders Effectively

• 5 Advanced Analytical Tools for Quality Management — 6 classes

› 5.1 Explore Statistical Process Control Techniques

› 5.2 Analyze Variation with Control Charts

› 5.3 Apply Six Sigma Methods to Improve Quality

› 5.4 Utilize Root Cause Analysis for Problem Solving

› 5.5 Implement Failure Mode and Effects Analysis (FMEA)

› 5.6 Develop Action Plans Based on Data Insights

### • 1 Understanding Total Quality Management Principles — 6 classes

- › 1.1 Define Total Quality Management and Its Core Concepts
- › 1.2 Identify Key Principles of TQM: Customer Focus and Continuous Improvement
- › 1.3 Explore the Role of Leadership in Driving Quality Initiatives
- › 1.4 Analyze the Impact of Employee Involvement on Quality Outcomes
- › 1.5 Examine Tools and Techniques for Implementing TQM Practices
- › 1.6 Develop a TQM Action Plan for Your Organization

### • 2 The Role of Leadership in Quality Initiatives — 6 classes

- › 2.1 Define Leadership's Impact on Quality Initiatives
- › 2.2 Identify Key Leadership Traits for Quality Management
- › 2.3 Analyze Effective Leadership Styles in Quality Initiatives
- › 2.4 Develop a Vision for Quality Leadership
- › 2.5 Implement Strategies for Engaging Teams in Quality Practices
- › 2.6 Assess Leadership's Role in Sustaining Quality Improvement

### • 3 Developing Effective Quality Teams — 6 classes

- › 3.1 Identify Key Roles in Quality Teams
- › 3.2 Foster Collaborative Communication Strategies
- › 3.3 Establish Clear Quality Goals and Objectives
- › 3.4 Implement Tools for Effective Team Processes
- › 3.5 Measure Team Performance and Continuous Improvement
- › 3.6 Facilitate Team-Building Exercises for Quality Leadership

### • 4 Tools and Techniques for Leading Quality Improvements — 6 classes

- › 4.1 Identify Key Quality Improvement Tools
- › 4.2 Analyze the Role of Data in Quality Management
- › 4.3 Apply Root Cause Analysis Techniques
- › 4.4 Implement Process Mapping for Quality Enhancement
- › 4.5 Leverage Total Quality Management Principles
- › 4.6 Evaluate Quality Improvement Outcomes and Strategies

### • 5 Measuring and Sustaining Quality Success — 6 classes

- › 5.1 Define Key Performance Indicators for Quality Measurement
- › 5.2 Analyze Current Quality Metrics and Trends
- › 5.3 Implement Data Collection Techniques for Quality Assessment
- › 5.4 Evaluate Quality Improvement Initiatives and Their Impact
- › 5.5 Develop Strategies for Sustaining Quality Improvements
- › 5.6 Create an Action Plan for Embedding Quality Culture

### • 1 Foundations of Total Quality Management: Key Concepts and Principles — 6 classes

- › 1.1 Define Total Quality Management and Its Importance
- › 1.2 Identify the Core Principles of Total Quality Management
- › 1.3 Examine the Role of Leadership in Total Quality Management
- › 1.4 Analyze Customer Satisfaction and Its Impact on Quality
- › 1.5 Explore Continuous Improvement Techniques in TQM
- › 1.6 Implement Total Quality Management Strategies in Practice

### • 2 Quality Planning and Customer Focus: Aligning Goals — 6 classes

- › 2.1 Define Quality Goals through Customer Insights
- › 2.2 Analyze Stakeholder Expectations for Quality Planning
- › 2.3 Develop a Quality Plan Aligned with Business Objectives
- › 2.4 Implement Customer Feedback Mechanisms for Continuous Improvement
- › 2.5 Evaluate the Effectiveness of Quality Planning Strategies
- › 2.6 Integrate Team Collaboration in Quality Goal Alignment

### • 3 Tools and Techniques for Quality Improvement — 6 classes

- › 3.1 Identify Key Tools for Quality Improvement
- › 3.2 Demonstrate the Use of the PDCA Cycle
- › 3.3 Analyze Process Variation with Control Charts
- › 3.4 Apply the 5 Whys Technique for Root Cause Analysis
- › 3.5 Utilize Fishbone Diagrams for Problem Solving
- › 3.6 Assess Quality Improvement Outcomes through Metrics

### • 4 Implementing Continuous Improvement: The PDCA Cycle — 6 classes

- › 4.1 Understand the PDCA Cycle: Definitions and Concepts
- › 4.2 Analyze the Importance of Continuous Improvement in TQM
- › 4.3 Define Each Phase of the PDCA Cycle: Plan, Do, Check, Act
- › 4.4 Develop a Plan for Implementing the PDCA Cycle in a Team
- › 4.5 Evaluate the Results: Techniques for Monitoring and Assessing
- › 4.6 Apply Continuous Improvement Strategies: Real-World Case Studies

### • 5 Leadership and TQM: Building a Quality Culture — 6 classes

- › 5.1 Define the Role of Leadership in TQM Implementation
- › 5.2 Identify Key Characteristics of a Quality-Driven Leader
- › 5.3 Explore Strategies for Building a Quality Culture in Teams
- › 5.4 Analyze Case Studies of Successful TQM Leadership
- › 5.5 Develop Action Plans for Enhancing Leadership in Quality Management
- › 5.6 Evaluate the Impact of Leadership on Continuous Improvement Initiatives

**• 1 Understanding Project Management Basics in Quality Settings —**

6 classes

- › 1.1 Define Project Management in Quality Settings
- › 1.2 Identify Key Components of Quality Management Projects
- › 1.3 Explore the Project Lifecycle in Quality Management
- › 1.4 Analyze Stakeholder Roles and Responsibilities
- › 1.5 Examine Tools and Techniques for Project Quality Management
- › 1.6 Apply Project Management Concepts to Quality Improvement Initiatives

**• 2 Integrating Total Quality Management with Project Management Practices —**

6 classes

- › 2.1 Explore the Principles of Total Quality Management
- › 2.2 Identify Key Project Management Practices for Quality Integration
- › 2.3 Analyze the Synergies Between TQM and Project Management
- › 2.4 Develop Strategies for Implementing TQM in Project Management
- › 2.5 Evaluate Case Studies of Successful TQM-Driven Projects
- › 2.6 Create a Quality Improvement Plan within a Project Framework

**• 3 Tools and Techniques for Quality-Oriented Project Planning —**

6 classes

- › 3.1 Identify Key Quality Metrics for Project Success
- › 3.2 Analyze Stakeholder Requirements Using Quality Tools
- › 3.3 Develop a Project Quality Plan Based on Best Practices
- › 3.4 Implement Risk Management Techniques in Quality Planning
- › 3.5 Utilize Quality Improvement Frameworks in Project Design
- › 3.6 Evaluate Project Outcomes with Quality Assessment Tools

**• 4 Managing Project Risks in Quality Contexts****• 5 Evaluating and Sustaining Quality in Project Outcomes****• 1 Fundamentals of Quality Improvement Tools —**

6 classes

- › 1.1 Define and Explain Key Quality Improvement Concepts
- › 1.2 Identify Various Quality Improvement Tools and Their Uses
- › 1.3 Analyze the Functionality of Process Mapping Techniques
- › 1.4 Apply the PDCA Cycle for Continuous Improvement
- › 1.5 Utilize Root Cause Analysis to Enhance Problem Solving
- › 1.6 Develop a Quality Improvement Action Plan Using Selected Tools

**• 2 Data Collection and Analysis Techniques —**

6 classes

- › 2.1 Identify Key Data Collection Methods for Quality Improvement
- › 2.2 Distinguish Between Qualitative and Quantitative Data
- › 2.3 Apply Sampling Techniques to Gather Reliable Data
- › 2.4 Utilize Statistical Tools for Data Analysis
- › 2.5 Interpret Data Trends and Patterns in Quality Improvement
- › 2.6 Create Action Plans Based on Data Analysis Results

**• 3 Root Cause Analysis Methodologies —**

6 classes

- › 3.1 Identify and Define the Problem Using RCA
- › 3.2 Explore Common Root Cause Analysis Techniques
- › 3.3 Gather and Analyze Data for RCA Effectiveness
- › 3.4 Apply the 5 Whys Method for Root Cause Identification
- › 3.5 Utilize Fishbone Diagrams to Visualize Causes
- › 3.6 Develop an Action Plan Based on RCA Findings

**• 4 Process Improvement Tools and Strategies —**

6 classes

- › 4.1 Identify Key Process Improvement Tools
- › 4.2 Analyze Current Processes Using Value Stream Mapping
- › 4.3 Implement the Plan-Do-Check-Act (PDCA) Cycle
- › 4.4 Utilize Root Cause Analysis Techniques for Problem Solving
- › 4.5 Measure Process Performance with Six Sigma Metrics
- › 4.6 Develop an Action Plan for Continuous Improvement

**• 5 Sustaining Quality Improvement Initiatives —**

6 classes

- › 5.1 Identify Key Factors for Sustaining Quality Improvement Initiatives
- › 5.2 Analyze Stakeholder Roles in Sustaining Quality Improvements
- › 5.3 Develop Metrics for Measuring Quality Improvement Success
- › 5.4 Implement Continuous Feedback Mechanisms for Quality Initiatives
- › 5.5 Create a Culture of Continuous Quality Improvement in Organizations
- › 5.6 Evaluate and Adapt Quality Improvement Strategies for Long-term Success

**• 1 Understanding the Principles of Strategic Quality Management —**

6 classes

- › 1.1 Examine the Key Concepts of Strategic Quality Management
- › 1.2 Identify the Importance of Quality in Organizational Strategy
- › 1.3 Analyze Various Models of Strategic Quality Management
- › 1.4 Explore the Role of Leadership in Quality Management
- › 1.5 Develop a Quality Improvement Framework for Strategic Goals
- › 1.6 Implement a Continuous Improvement Process in Quality Management

**• 2 Quality Management Frameworks and Models — 6 classes**

- › 2.1 Define Key Concepts in Quality Management Frameworks
- › 2.2 Explore Historical Development of Quality Management Models
- › 2.3 Compare and Contrast Major Quality Management Frameworks
- › 2.4 Analyze the Role of Leadership in Quality Management
- › 2.5 Implement Quality Management Techniques in Real-Life Scenarios
- › 2.6 Evaluate the Impact of Quality Management Models on Organizational Performance

**• 3 Aligning Quality Management with Organisational Strategy — 6**

classes

- › 3.1 Define Strategic Quality Management and Its Importance
- › 3.2 Identify Key Components of Organisational Strategy
- › 3.3 Explore the Relationship Between Quality Management and Organisational Goals
- › 3.4 Assess Current Quality Management Practices Against Strategic Objectives
- › 3.5 Develop a Framework for Integrating Quality Management with Strategy
- › 3.6 Create an Action Plan for Implementing Quality Management Alignment

**• 4 Data-Driven Decision Making in Quality Management — 6 classes**

- › 4.1 Understanding the Role of Data in Strategic Quality Management
- › 4.2 Identifying Key Performance Indicators for Quality Metrics
- › 4.3 Collecting and Analyzing Data for Quality Improvement
- › 4.4 Implementing Data Visualization Techniques for Quality Insights
- › 4.5 Making Informed Decisions Based on Data Analysis
- › 4.6 Evaluating the Impact of Data-Driven Decisions on Quality Outcomes

**• 5 Leading Change in Quality Management Initiatives — 6 classes**

- › 5.1 Identify Organizational Drivers for Change in Quality Management
- › 5.2 Analyze Stakeholder Engagement Strategies for Effective Change
- › 5.3 Develop a Vision and Strategy for Quality Management Transformation
- › 5.4 Create a Communication Plan to Support Quality Change Initiatives
- › 5.5 Implement Training Programs to Enhance Quality Management Skills
- › 5.6 Evaluate the Impact of Quality Management Changes on Performance