

ABOUT MALAYSIAN TECHNICAL COOPERATION PROGRAMME (MTCP)

The MTCP was established in 1980 aim at providing technical assistance to participating developing countries. The programme consolidates various forms of technical cooperation in areas where Malaysia has the experience and the expertise.

Annually, more than 100 MTCP programmes are offered by 79 MTCP Training Institutions, many of which are centres of excellence for training. Since its inception, MTCP has gained more than 30,600 participants from 141 countries

OBJECTIVES OF MTCP

- To share development experience with other countries
- To strengthen bilateral relations between Malaysia and other developing countries
- To promote South-south Cooperation (SSC)
- To promote technical cooperation among developing countries (TCDC)

TYPE OF ASSISTANCE

- Short-term specialized courses
- Long-term courses (Scholarships)
- Study visits and attachments
- Service of experts
- Socio-economic development projects
- Supply of equipment and materials

ABOUT IEWM

IEWM was established in 2003 and is involved in providing skill development courses and technical training programme, project management, collaborative research and development and consulting services for various industries. Our close relationship and collaboration with Centre for Advancement of Trenchless Technology (CATT) - University of Waterloo (Canada), Utility Training Academy (USA) and Asian Institute of Management Science (AIMS), GPR Institute and Institute of Infrastructure Asset Management (IIAM) is the platform for our success. We also bring together a diverse range of technology based companies linked by their common goal to deliver innovative and cost effective solutions of water, waste water, underground infrastructure/utilities and environmental issues concern.

CONTACT DETAIL

For further enquires, please contact us at:
**INFRASTRUCTURE ENVIRO-WATER
MANAGEMENT SDN BHD (IEWM)**
Unit 7-2, 2nd Floor,
Jalan 6/4 Kawasan Perusahaan Seri Kembangan,
43300 Seri Kembangan, Selangor, Malaysia.
Tel : +603-8940 7005 Fax : +603-8940 6005
Mrs Nur Shilla : +6016-219 0005
Email : nurshilla83@gmail.com

APPLICATION DEADLINE: 17th NOV 2016

Application Guidelines – Application should be made using the prescribed MTCP Forms available at
https://mtcpcoms.kin.gov.my/mtcpcoms/online/list_course



PROFESSIONAL DIPLOMA IN TOTAL QUALITY MANAGEMENT

**"Effective Management And
Good Governance Through TQM"**

27th November – 23rd December 2016
Kuala Lumpur, Malaysia

Organised by:



Supported by:



INTRODUCTION OF TOTAL QUALITY MANAGEMENT (TQM)

Total Quality Management (TQM) is the most thought provoking revolution in the world of management today, and is a powerful management philosophy or a set of guiding principles aimed towards a company-wide long term programme to develop and improve the overall effectiveness of an organisation as a whole, involving everybody, every activity and every function within the organisation, as it has been adopted and embraced by the world's top Industrial Nations and proven by successful implementations by global conglomerates and many world class companies.

In the rapidly changing and challenging business world today, TQM is about quality in everything you do now and in the future, and is one of the most successful and effective management strategy, ensuring integration, survival, standards, integrity, empowerment, profitability, growth and prosperity with a competitive edge.

COURSE OBJECTIVES

- To provide a satisfying customer's needs, both internal and external.
- To improve all aspect of work through structured control, improvement and planning activities that are carried out in concern with guiding ideology that focuses on quality and customer satisfaction.
- To cope with the needs of society, by designing and developing an effective and result oriented TQM programme.

COURSE CONTENTS

TQM 1: Fundamentals of TQM
TQM 2: Principles of TQM

TQM 3: Quality Management Systems

TQM 4: Quality Tools and Methods

TQM 5: Quality Planning & Implementation

TQM 6: TQM Audit

Project Paper Professional in TQM Validation

WHY TQM (TOTAL QUALITY MANAGEMENT)?

The increasing importance of Quality Management has made more than 40 countries in the world adopt the ISO 9000 quality standards for international use. It is likely that by the year 2015, most, if not all product manufacturers in the world trade will be required to meet the ISO 9000 quality standards. Many FORTUNE 500 companies like Microsoft, IBM, GE, Motorola, Toyota, PETRONAS have already committed themselves to TOTAL QUALITY MANAGEMENT. There is a huge demand for total quality professionals in Malaysia and Asia to cope with the rising needs of both the private and public sectors.

WHO SHOULD ATTEND?

Quality Executives, QMR, Lead Auditors, SME's, Supervisors, Executives, Engineers, Managers, Senior Managers, General Managers, CEO's and all those involved in Quality Management System or individuals wishing to embark on a career in the field of Quality Management.

COURSE LEARNING OUTCOME

- An ability to design a system, component, or process to meet desired needs.
- An ability to develop an understanding on quality management philosophies and frameworks.
- An ability to develop in-depth knowledge on various tools and technique of quality management.

- An ability to learn the applications of quality tools and techniques in both manufacturing and service industry.
- An ability to develop analytical skills for investigating and analysing quality management issues in the industry and suggest implement able solution to those.

FELLOWSHIP / SCHOLARSHIP

The term and conditions of scholarship / fellowship awards under the MTCP include:

Fares: A return air ticket from the capital city of the recipient country to Kuala Lumpur on economy class is provided (except some countries which require to borne their own airfare; please refer to the MTCP website for further details).

Accommodation: Full board and accommodation will be provided for the duration of the training.

Courses Fees: All courses fees will be borne by the Malaysian Government under the MTCP.

Medical & Dental Treatment: Candidates should be certified medically fit to participate under this programme.

Visa & Vaccination: Whenever applicable, participants are advised to arrange for their own visa and vaccination prior to their travel.

General Condition of Award: Participants shall conduct themselves at all times in a manner compatible with their responsibilities as MTCP scholarship holders and abide by the rules and regulation of Training institution.

The award may be terminated at any time due to unsatisfactory progress.

**Participants are not allowed to bring along their spouse for the duration of the course.