



London TDM

# Quality and Productivity Improvement Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 31 May 2026 To 04 June 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This comprehensive 5-day course on "Quality Circles and Employee Involvement" is designed to help participants understand and implement quality circles in their organization. Attendees will learn how to engage employees actively, improve collaborative problem-solving, and enhance overall productivity through structured involvement. This course is ideal for managers, team leaders, and HR professionals looking to leverage employee contribution for organizational improvement.

- Understand the concept and benefits of quality circles.
- Learn techniques for fostering employee involvement.
- Develop skills to lead and sustain quality circles in the workplace.
- Identify and solve organizational problems through team collaboration.
- Create a culture of continuous improvement and innovation.

## Course Outlines

### Day 1: Introduction to Quality Circles

- Definition and history of quality circles
- Principles and philosophies of quality improvement
- Benefits of implementing quality circles
- Case studies of successful quality circles
- Interactive group activity: Identifying potential areas in need of quality circles

### Day 2: Establishing and Leading Quality Circles

- Roles and responsibilities of circle members
- Training programs for quality circle leaders
- Setting goals and performance indicators
- Facilitation techniques for effective meetings
- Simulation exercise: Running a quality circle meeting

### Day 3: Employee Involvement Strategies

- Creating an inclusive and motivating environment
- Communication techniques to enhance participation
- Tools and technologies to support involvement
- Identifying and overcoming barriers to participation
- Workshop: Designing an employee engagement plan

### Day 4: Problem Solving and Decision Making

- Tools for problem identification and analysis
- Creative brainstorming and innovation techniques
- Decision-making models and frameworks
- Criteria for evaluating and selecting solutions
- Practical session: Case study analysis and problem-solving

### Day 5: Sustaining Quality Circles and Measuring Success

- Strategies for sustaining momentum and enthusiasm
- Tracking progress and measuring outcomes
- Sharing successes and lessons learned
- Integrating quality circles into broader organizational strategy
- Action planning: Developing a roadmap for quality circles