Management and Strategy Institute, LLC.
Total Quality Management Professional (TQMP)
Course of Study

Introduction

The Total Quality Management Professional course developed exclusively for the Management and Strategy Institute is designed to give the student a strong understanding of Total Quality Management (TQM) and how to apply it in a professional work environment.

The program covers all basic TQM principles and gives the student a solid understanding of TQM and how it is implemented. The goal of the Management and Strategy Institute is to teach you the key competencies required to function in the role of a TQM administrator. As you go through the training material you will learn the competencies listed below.

The TQMP exam is a timed, online exam. It has a required passing score of 65%.

Competencies

This course of study covers the following competencies:

TQM Pyramid	TQM	Importance of good quality
Determinants	Prevention costs	Appraisal costs
Internal failure costs	External failure costs	NGT/FR
Product quality	Service quality (Servqual)	Consequences/poor quality
TQM system model	Seven basic elements	ISO 9000
tools of quality	Pareto chart	Scatter diagram
Control chart	Flow chart	Fishbone
Histgram	Check Sheet	Data and Analysis
2D/3D piecharts	Column charts	Box plot
Bar charts	Trend charts	Cucum charts
ABC Analysis	Radar charts	Priority matrix
Interrelationship diagram	Fault tree analysis	Timeline analysis
Analytic methods	Root cause analysis	SIPOC analysis
Five Why analysis	5W2H approach	AQL
Management Methods	Demming PDCA Cycle	Demings 14 points
Quality circle	Just in time (JiT)	8-D Problem system
Problem solving	Robust design	Poka Yoke
Kano model	Kaizen	Contingency plan
DPA	Zero defects	Costs of quality
Creativity techniques	Benchmarking	Affinity Diagram

Learning Resources

Required:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is <u>not</u> required, however it will assist you in becoming a TQM Professional.

- Dale H. Besterfield, Carol Besterfield-Michna, Glen Besterfield and Mary Besterfield-Sacre (Oct 28, 2002), Total Quality Management (3rd Edition), ISBN-13: 978-0130993069
- David L. Goetsch and Stanley Davis (Jan 13, 2012), Quality Management for Organizational Excellence: Introduction to Total Quality (7th Edition), ISBN-13: 978-0132558983

Preparing for Success

In order to successfully complete the TQMP exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 3-hours of time.

Frequently Asked Questions

<u>What happens if I fail the exam?</u>

- You are given two additional attempts to pass the exam at no additional cost.

<u>Will I receive a physical certificate in the mail?</u>

- Yes, MSI will mail you a certificate suitable for framing as well as transcripts.

<u>Will I receive Professional Competency Units (PCU's)?</u>

- Yes, the Total Quality Management Professional (TQMP) exam awards 30 PCU's upon passing of the exam.