

# € TRAINING

Total Quality Management of Human  
Resources

A group of four smiling business professionals (two men and two women) in a meeting. They are wearing white shirts. The woman in the foreground is wearing a black top and a necklace. The background is blurred, showing a modern office setting.

9 - 13 September 2024  
Barcelona (Spain)



# Total Quality Management of Human Resources

REF: H1675 DATE: 9 - 13 September 2024 Venue: Barcelona (Spain) - Fee: 5565 Euro

## Introduction:

This training program provides a comprehensive approach to integrating Total Quality Management TQM principles within Human Resources HR functions. It empowers participants to apply TQM techniques to enhance HR processes, improve organizational performance, and drive continuous improvement in HR practices.

## Program Objectives:

By the end of this program, participants will be able to:

- Understand the principles and practices of Total Quality Management in HR.
- Implement TQM techniques to improve HR processes and outcomes.
- Develop strategies for aligning HR practices with TQM objectives.
- Measure and analyze HR performance using TQM metrics.
- Foster a culture of quality and continuous improvement within HR.

## Targeted Audience:

- HR Managers.
- HR Specialists.
- Quality Managers.
- Organizational Development Professionals.
- Business Executives.

## Program Outline:

### Unit 1:

#### Introduction to Total Quality Management in HR:

- Overview of Total Quality Management principles.
- Application of TQM in HR functions.
- Benefits of integrating TQM with HR practices.

- Key components of a TQM-based HR system.

## Unit 2:

### Quality Improvement Techniques for HR Processes:

- Techniques for improving HR processes and workflows.
- Tools for quality improvement Six Sigma, Lean.
- Implementing process changes and managing transition.
- Case studies of successful HR quality improvement initiatives.

## Unit 3:

### Aligning HR Practices with TQM Objectives:

- Strategies for aligning HR policies with TQM principles.
- Integrating quality management into HR planning and operations.
- Role of HR in supporting organizational quality goals.
- Best practices for aligning HR and organizational quality objectives.

## Unit 4:

### Measuring and Analyzing HR Performance:

- Key metrics and indicators for HR performance.
- Techniques for measuring HR quality and effectiveness.
- Data analysis methods to identify areas for improvement.
- Developing and implementing performance improvement plans.

## Unit 5:

### Fostering a Culture of Quality and Continuous Improvement:

- Strategies for promoting a quality-oriented culture in HR.
- Techniques for engaging employees in quality initiatives.
- Building leadership support for quality and continuous improvement.



- Creating systems for ongoing feedback and quality enhancement.