



**BANGLADESH  
INSTITUTE OF  
MANAGEMENT  
(BIM)**



4, Sobhanbag, Mirpur Road, Dhaka  
[www.bim.gov.bd](http://www.bim.gov.bd)

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**Sub: 3-Days course on 'Total Quality Management including Industry 4.0'**

**Dear Sir/Madam:**

It is our pleasure to let you know that Production Management Division of Bangladesh Institute of Management (BIM) is going to conduct a 3 (three) days training course on 'Total Quality Management including 4IR/Industry 4.0' batch#81 at its Dhaka campus during 24-26 August, 2023

In this regard, nomination(s) to the training course from your organization(s) shall be highly appreciated. For further details, please feel free to contact.

Thanking you.

**( Dr. Engr. Mamunur Rashid)**  
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To

3 Days long Course on  
**“Total Quality Management  
including Industry 4.0 ”**

**WHO SHOULD ATTEND**

This course is suitable for all level of managers and executives employed in Public sector, NGOs, Private and others organizations who are responsible for quality management and willing to develop their career as professional on quality management in the 4IR perspective.

**ELIGIBILITY FOR THE COURSE**

Any individual, graduate from any discipline working in private, public and NGO or self-employed.

**BACKGROUND OF THE COURSE**

The purpose of this training course is to provide competency-based training to enable participants to develop a comprehensive understanding of the knowledge and skills in respect to Quality Management for improving productivity and competitiveness with a view of restructuring the organizational functions to create a value-added based thinking in the organization in the 4IR perspective.

**OBJECTIVES**

The course is designed to provide the concepts and techniques of total quality management (TQM). It is expected that after the successful completion of the course, participants will be able to:

- Understand the theoretical fundamentals of the quality management.
- Give a general description of the quality management using, as appropriate, typical examples.
- Understand and interpret the analysis results and apply knowledge of TQM and 4IR in the working places
- Understand the mechanism of adoption, monitoring and institutionalization of TQM.

- Gain insight to procedural aspects of obtaining certification is ISO 9001:2015.
- Get familiar with the methodology of Total Quality Management (TQM) and to help assess enterprises through ISO 9001:2015. practical manner.

**COURSE OUTLINE**

Designing World-Class Quality in the Emerging Scenario of TQM Course Outline:

**The Evolving Concept of Quality in TQM**

In the emerging scenario of Total Quality Management (TQM), the concept of quality has taken on a new dimension. It goes beyond mere compliance with established standards and focuses on meeting and exceeding customer expectations. World-class quality in TQM entails continuous improvement, innovation, and a customer-centric approach to ensure customer satisfaction and loyalty.

**The Vital Role of Standardization in TQM**

Standardization plays a crucial role in TQM by providing a common framework for organizations to achieve consistent and reliable outcomes. It ensures that processes, products, and services adhere to established specifications and best practices, enabling organizations to deliver high-quality results. Standardization enhances efficiency, reduces variability, and facilitates benchmarking against industry leaders.

**Step-by-Step Approach for ISO 9001:2015**

The ISO 9001:2015 standard provides a comprehensive framework for implementing a quality management system (QMS). To adopt this standard, organizations can follow these step-by-step guidelines:

- a. Establish a quality policy and objectives aligned with the organization's strategic direction.
- b. Identify and document the processes within the organization.
- c. Define roles, responsibilities, and authorities to ensure effective process management.
- d. Develop procedures and work instructions that clearly outline how processes are executed.
- e. Implement a robust system for monitoring, measuring, and analyzing performance.
- f. Continuously improve processes through corrective and preventive actions.
- g. Conduct internal audits to verify compliance and identify areas for improvement.
- h. Seek certification by an accredited third-party certification body.

### Hazard Analysis for Risk-Based Thinking

In the context of risk-based thinking, hazard analysis is a systematic approach to identify, evaluate, and mitigate potential risks that could impact the quality of products, services, or processes. By conducting hazard analysis, organizations can proactively address safety, health, and environmental concerns, ensuring that risks are managed effectively and mitigating the potential for quality issues or accidents.

### Technological Innovation and Management in TQM

Technological innovation plays a transformative role in TQM by enabling organizations to enhance efficiency, effectiveness, and customer satisfaction. Through the integration of advanced technologies such as artificial intelligence, automation, data analytics, and Internet of Things (IoT), organizations can optimize processes, improve decision-making, and deliver innovative products and services.

### QC Problem-Solving Approach

The Quality Control (QC) problem-solving approach involves a systematic methodology for identifying, analyzing, and resolving quality issues. It typically includes the following steps:

- Define the problem and establish clear objectives for problem-solving.
- Gather relevant data and information to understand the root causes of the problem.
- Analyze the data using appropriate tools and techniques to identify underlying causes.
- Generate potential solutions and evaluate their feasibility and effectiveness.
- Implement the selected solution and monitor its impact.
- Review the outcomes to ensure sustained improvement and learning.

### Quality Circle and Kaizen

Quality Circle and Kaizen are two complementary techniques that contribute to continuous improvement in TQM. Quality Circles are small groups of employees who voluntarily come together to identify and solve quality-related problems within their work areas. Kaizen, on the other hand, emphasizes continuous incremental improvement across the entire organization, involving all employees in the pursuit of quality enhancement.

### Integration of Quality, Safety, and Productivity

In the world-class TQM paradigm, quality, safety, and productivity are considered interconnected elements of

organizational excellence. By integrating quality, safety, and productivity principles, organizations can create a holistic approach that ensures not only high-quality outputs but also safe working environments and optimized operational efficiency.

### Application of 4IR in TQM

The Fourth Industrial Revolution (4IR) presents immense opportunities for TQM. With technologies like artificial intelligence, robotics, big data analytics, and cloud computing, organizations can achieve higher levels of automation, data-driven decision-making, and process optimization. 4IR empowers TQM by providing real-time insights, predictive analytics, and enhanced connectivity, enabling organizations to adapt quickly to changing market dynamics and drive continuous improvement.

By embracing these principles and practices, organizations can design a world-class TQM approach that fosters continuous improvement, innovation, and customer satisfaction, positioning them as leaders in their respective industries.

### METHODOLOGY

Lecture, group discussion, Exercise, Case Study, Practical Demonstration etc.

**DURATION: 24-26 August, 2023**

**TIMING: 09:00 – 17:30 hrs**

**VENUE: BIM, 4, Sobhanbag, Mirpur Road Dhaka – 1207.**

**FEES: Tk. 7,000/- (Seven thousand) excluding VAT and Tax.**

per participants which include refreshment, course materials etc. (payment should be made by Cross Cheque/Bank Draft/Pay Order in favor of **Director General, BIM, Dhaka (Sonali Bank Ltd, Lalmatia, Dhaka, A/C No.4416-43300-9783 in favor of DG, BIM)**)

**LAST DATE OF**

**REGISTRATION: August 22, 2023**

### COURSE ASSOCIATE:

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## 3 Days Long Training Program On Total Quality Management including Industry 4.0

### Batch#85

### 24-26 August, 2023



## BIM

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