TECHNICAL
EDUCATION
ACADEMY

School of Engineering

COURSE PROGRAMME

000689

Total Quality Management

In the ever-evolving oil and gas industry, maintaining high standards of quality is not just a competitive advantage but a critical necessity.



Learn from the Best in the Business!

Course overview

Duration: 5 days / 40 hours · Foundation level

Why take this course

In the ever-evolving oil and gas industry, maintaining high standards of quality is not just a competitive advantage but a critical necessity. The Total Quality Management (TQM) in Oil and Gas Training Programme is a comprehensive 5-day course designed to equip professionals with the knowledge, tools, and strategies required to drive excellence in their organizations. This program integrates the principles of TQM with the unique challenges and opportunities of the oil and gas sector, ensuring relevance and applicability to real-world scenarios.

Participants will journey through a structured curriculum, beginning with the foundations of quality management, including the evolution of TQM, its pioneers, and essential methodologies. The course delves into the practical aspects of implementing quality frameworks such as ISO 9000, exploring the stages, benefits, and challenges associated with certification. Participants will master advanced quality tools and techniques, from Pareto charts and control charts to root cause analysis and the DMAIC problem-solving framework.

One of the core strengths of this programme is its focus on continuous improvement and cost optimization. Participants will learn to identify and manage costs of quality, optimize processes, and enhance service and product quality, all while fostering a culture of teamwork and leadership through quality circles and Kaizen initiatives.

Who it is for and how it helps

This course is designed for professionals in the oil and gas industry who are involved in quality management, process improvement, or operational excellence. Typical participants include:

- Quality Assurance and Quality Control (QA/QC) Managers
- Process Engineers and Production Managers
- HSE (Health, Safety, and Environment) Professionals
- Project Managers involved in TQM initiatives
- Supply Chain and Procurement Specialists seeking to enhance vendor quality
- Maintenance and Reliability Engineers
- Supervisors and Team Leaders responsible for implementing quality standards
- Professionals preparing for ISO 9000 certification audits
- Any personnel aiming to enhance operational efficiency and reduce costs through quality improvements

What you will learn

- Explain the principles, methods, and benefits of Total Quality Management (TQM) in the oil and gas sector

Course overview — continued

- Understand the historical development and evolution of quality concepts
- Apply ISO 9000 standards and other international quality frameworks to their organizations
- Analyze and address the requirements for TQM implementation
- Utilize tools such as Pareto charts, control charts, and root cause analysis to solve quality-related problems
- Develop and interpret data visualizations, including trend charts, histograms, and radar charts, for decision-making
- Lead Kaizen initiatives and implement Poka Yoke (Mistake Proofing) practices
- Employ DMAIC and 8-D frameworks to improve processes and resolve quality issues systematically
- Identify and manage prevention, appraisal, and failure costs to optimize operational expenses
- Align quality strategies with cost reduction and efficiency goals
- Establish and manage quality circles for organizational quality improvement
- Cultivate a culture of continuous improvement and quality leadership within teams
- Measure service quality using Servqual and product quality dimensions
- Develop and implement effective after-sales service strategies

Programme instructor



Ayman Khaled

A strategic, collaborative, and proven change leader of multi-discipline Local and international experience With more than twenty years in managerial capacity in several multinational organizations Lived and Worked in Egypt, North Africa, Caspian See, South-East Asia, and Arabian Gulf Area Demonstrated ability to drive top and bottom-line results to world class levels through focus on people, process, and systems

Passion for talent development making supply chain a competitive advantage for the business.

Extensive experience in Leading major drilling and workover projects and proven history in oil and gas huge drilling & workover projects. Showed high operations' managerial support and effective strategic planning

Instrumental in design and implementation of reinvention projects, initiative-taking, professional with leadership skills while a dynamic member in the local and regional petroleum engineering societies

Experience in major companies' integrations with strong focus on creating a focused one company culture, strong financial delivery, best in class Safety, Quality and Compliance processes and transforming business processed to a competitive advantage

Capability to lead diverse cultures and virtual teams with wide people leadership experience after having different global exposure/experience across North Africa , Middle east & SEA.

Training developer designing blended learning solutions and competency assurance management system projects.

Participant ratings

Programme evaluation based on participant feedback

Overall programme rating — 4.6 / 5

Clarity of learning objectives	**4.7 / 5**
Confidence in applying knowledge and skills	**4.7 / 5**
Achievement of learning objectives	**4.7 / 5**
Relevance of content to job tasks	**4.8 / 5**
Suitability of difficulty for the level of preparation	**4.8 / 5**
Increase in knowledge	**4.8 / 5**
Skills development	**4.8 / 5**
Willingness to recommend the programme to colleagues	**4.7 / 5**

24 responses

Joining the programme

Contact the Academy and quote course code 000689 to confirm dates, delivery format, prices and enrolment terms.

Training for your team

Tell us your business goals, the roles and number of participants, and your preferred dates and location. This will help us discuss the right training option.

Preparing for the programme

The published programme does not specify any prerequisites. Contact us before enrolling to confirm how to prepare.

Discuss your training needs

mail@tecedu.org
www.tecedu.academy

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