



Philippine Christian University
Graduate School of Business and Management

**Post-Doctoral Program in
Total Quality Management**

PCU-TQM total quality management post-doctoral programs are designed around your unique needs. Courses are designed and developed by the best subject matter experts and taught by the best instructors in quality tools and practices. PCU-TQM currently offers the following training topics.

POST-DOCTORAL PROGRAMS* CURRICULUM (S.Y. 2020-2021)		
CODE	COURSE	UNITS
1st Trimester (Core Courses)		
	TQM Total Quality Management	3
	TQM Organizational Administration	3
	TQM Measuring Customer Satisfaction	3
	TQM Supplier Quality Management	3
2nd Trimester		
	TQM Six Sigma Methods	3
	TQM Logistics	3
	TQM Technological Management	3
	TQM Management Information Systems	3
3rd Trimester		
	TQM Total Quality Control	3
	TQM Process Improvement Management	3
	TQM Operations Management	3
	TQM Human Resources Management	3
	TOTAL	36 UNITS

***A Certificate of Proficiency is awarded to the Attendee for each Program after passing a qualifying examination.**

Prepared by:

Revelino D. Garcia Ph.D.

Chairman

Margie D.G. Dela Cruz, Ph.D.

Member

Noted by:

Jimmy G. Catanes, Ph.D., CESE
Director IV, CHED-NCR

Approved by:

Junifen F. Gauuan, PhD.
University President



COURSE DESCRIPTIONS

TQM Organizational Administration

The objectives of this course is to introduce the main principles of business and social excellence, to generate knowledge and skills of students to use models and quality management methodology for the implementation of total quality management in any sphere of business and public sector.

TQM Total Quality – TQ

Total quality management (TQM) is a management approach to long-term success through customer satisfaction. Training courses in TQM will teach you how to use a combination of strategy, data, and effective communication to integrate quality into all aspects of your organization.

TQM Measuring Customer Satisfaction

Quality is something every company strives for and is often times very difficult to achieve. ISO 9001 standards helps an organization give its customers the confidence that they are buying their products from a company that makes quality and customer service a high priority. The focus of this Customer Service training course on Measuring and Managing Customer Satisfaction is to provide delegates with an understanding of the key terms, definitions, and requirements of ISO 9001 and how the standard can help their organizations increase customer satisfaction.

Attendees will learn effective customer-centric strategies and best practices to provide world-class customer service. This Customer Service training course on Measuring and Managing Customer Satisfaction gives customer service professionals the communication skills and best practices they require to develop a customer-centric organization. Providing excellent customer service helps differentiate your brand and makes it easier to stand out in a crowded marketplace.

TQM Supplier Quality Management

This course looks at the management of quality in Procurement and supply, and the main techniques associated with it. You'll look at what quality – and the lack of it – costs the Procurement and supply function, and the organization as a whole.

TQM Six Sigma Methods

Six Sigma is a thought-provoking methodology used for increasing the spectrum of improvement choices for a business based on the calculated risks and measures, so as to opt for the path to get the best possible quality for the product or service being rendered by the customer and hence satisfy their needs.

Objectives of Six Sigma in TQM. Six Sigma involves the use of advanced statistical tools in the management process within a structured methodology for gaining the insight needed to achieve better quality products and services than any other providers in the market and also helps in reducing the defect count efficiently and prevent defects from occurring in future.



TQM Logistics

Quality improvement Programs continuously strive for improvement. All Business Services as well as Manufacturing have realized the importance of quality. The Quality is impacting the profitability of supply chain as well as business. A business Management Student has to be equipped with quality management and improvement skills to capture and retain business

TQM Technological Management

The course includes study of topics related to quality management approaches, design and implementation of quality-related procedures, and related technologies. The focus of the course is on enhancing goods, services, and the business environment.

TQM Management Information Systems

The objective of the Total Quality Management (TQM) in the information system design is to assure the quality of information. This is done by ensuring, verifying, and maintaining software integrity through an appropriate methodology choice amongst the technology, design and architecture. It institutes appropriate procedures with checks and control in all the processes of information systems development. It ensures that the scope and the objective of the system, choice of the design architecture and development methodology and further quality ensuring the processes and planned implementation methodologies are correctly chosen.

The quality of information is governed by the quality of the information processing system design. The perception of good quality is that of a customer or a user of the information system and not that of the conceiver, the planner or the designer of the information system.

TQM Total Quality Control

The objectives of this course is to introduce the main principles of business and social excellence, to generate knowledge and skills of students to use models and quality management methodology for the implementation of total quality management in any sphere of business and public sector.

TQM Process Improvement Management

Total quality management (TQM) is a philosophy, methodology and system of tools aimed to create and maintain mechanism of organization's continuous improvement. It involves all departments and employees into improvement of processes and products.

TQM Operations Management

Total Quality Management (TQM) is a comprehensive and fundamental rule or belief for leading and operating an organization, aimed at continually improving performance over the long term by focusing on customers while addressing the needs of all stakeholders.

TQM Human Resources Management

Total quality human resources strategic management is also reciprocally interdependent with business strategic management. This is the most important contribution to the quality orientation of human resources. Total quality human resources approach requires organization around process, flatten hierarchies, use teams to manage everything and train all the employees.



TQM Total Quality Management

Total quality management (TQM) is a philosophy, methodology and system of tools aimed to create and maintain mechanism of organization's continuous improvement. It involves all departments and employees into improvement of processes and products. It helps to reduce costs and to meet and exceed needs and expectations of customers and other stakeholders of an organization. TQM encompasses the concepts of business and social excellence that is sustainable. approach to organization's competition, efficiency improvement, leadership and partnership.

PROFESSIONAL ADVANCEMENT AND POSTDOCTORAL CHED STUDY GRANTS

Professional Advancement and Postdoctoral Study Grants are aimed at funding higher education faculty and staff who aim to further their specialization by undertaking a broad range of learning and research activities. This is anchored in the need for faculty and staff to attain expertise and mastery of skills motivated not just by the demands of their profession but by a dedication to excellence in their areas of strength and interest.

There are three (3) types of grants under Professional Advancement and one (1) under Postdoctoral Studies that faculty and staff can apply for depending on need and eligibility.

Professional Advancement.

Qualified faculty and staff may build expertise in their fields of specialization by undertaking non-degree professional advancement courses, under any of the following categories:

- **Graduate Certificate/Diploma Programs.**

HEI faculty and staff may take up certificate/diploma courses at the graduate level to deepen their expertise in a specialized area. Said programs must be offered by reputable institutions in the Philippines or abroad. Further, ladderized programs that lead toward the attainment of a graduate degree are also allowed.

- **Leadership Development Programs.**

HEI faculty and staff who are currently holding or preparing for leadership positions in their respective institutions may pursue leadership development programs offered by reputable business, professional or higher education institutions in the Philippines and abroad. This may include executive education programs, executive development programs, and fellowships in leadership, among others.

- **Accreditation of Learning earned through Massive Open Online Courses (MOOCs).**

HEI faculty and staff who engage in and successfully complete massive open online courses (MOOCs) offered by reputable local and foreign institutions and within the period of effectivity of this Memorandum Order may receive a grant to have their learning assessed, recognized, validated or certified.

- **Postdoctoral Studies**

Faculty and staff with doctoral degrees may undertake research leading to a postdoctoral qualification, hosted by a reputable institution in the Philippines or abroad. Postdoctoral Study Grants are awarded for a maximum duration of one (1) year.