



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Total Quality of Human Resources

Objectives

- To deepen the participants' concept that TQM means the quality of all the components of the organization and that the outstanding performance is the result of the quality and excellence of the labor force in the organization.
- To provide participants with the systematic steps of workforce planning from the perspective of TQM taking into account the impact of re-engineering the work systems on human resources and manpower planning.

Who Should Attend?

- HR staff
- Human Resources Managers
- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Secretary and office supervisors

Seminar Outline

DAY 1

- Human resources planning (concept / importance / objectives).
- Human resources planning and its relation to achieving productivity and quality.
- New concept of human resources management (interdependence and interaction between different activities).

DAY 2

- TQM dimensions.
- Define the concept of the quality of skills required for outstanding performance.
- Basic dimensions of human resources planning function.



DAY 3

- HR planning a new vision from the perspective of overall quality.
- Introduction to the reengineering of business systems and its impact on workforce planning.

DAY 4

- How does the organization plan its human resources?
- Methodological steps for human resources planning from the perspective of overall quality.
- Study the current structure of available skills and trends of change in the skilled structure of the workforce.

DAY 5

- Comparison of the current structure and the required structure with the appropriate skills level for the overall quality system.
- Career Planning and Development (Applied Study)



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