

## 2-Day Training Workshop on Total Quality Management concludes at KIM: Declared Step Towards Excellence in Governance;



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MIRPUR ((AJK): Dec. 11:— The two-day training workshop on Total Quality Management (TQM) organized by the Kashmir Institute of Management (KIM), concluded in the state metropolis on Thursday with successful note, with over 60 participants including officers from various government departments and Heads of Departments (HoDs) from different universities of Azad

Jammu Kashmir it was officially said.

Khushal Khan, Chief Secretary of the Azad Government of the State of Jammu & Kashmir also attended.

“The workshop aimed at enhancing the understanding and implementation of TQM principles in public sector management. Dr. Muqem ul Islam, Director General KIM, and Mr. Zubair Anwar, a renowned expert in quality management, was the guest speaker, sharing valuable insights on the integration of TQM methodologies with public administration. Their addresses resonated with the participants, especially in terms of its practical application in the local context of Azad Kashmir”, AJK Correspondent reports quoting the authoritative state government sources.

The sources told the state-run premier news agency of Pakistan that on the second day of the event, a graduation ceremony was held to honor the participants who successfully completed the workshop. In his closing remarks, Abrar Ahmed, Chief Instructor at KIM, presented a detailed report of the course, elaborating topics covered. He also thanked the speakers and participants for their commitment to advancing the principles of Total Quality Management in public sector institutions.

Dr. Muqem ul Islam, Director General of KIM, delivered the keynote address, underscoring the importance of quality management in improving government services and governance

standards. He highlighted the role of TQM in fostering a culture of continuous improvement, ensuring better service delivery, and increasing efficiency across governmental organizations.

He highlighted that Singapore and Malaysia under the leadership of LEE KUAN and Dr.

MAHATEER MUHAMMAD, by implementing Total Quality Management have made a marvelous socioeconomic progress by ensuring exemplary good governance.

The Chief Secretary of the Azad Government of the State of Jammu & Kashmir, praised the efforts

of KIM and Dr. Muqem ul Islam in promoting quality management principles in the region. The

Chief Secretary congratulated the participants and distributed certificates to the officers,

expressing hope that the knowledge gained would be utilized in enhancing the public service

delivery processes and overall governance in the state. The Chief Secretary emphasized that KIM

should also conduct such training sessions for the honorable MLAs, Secretaries and Additional

Secretaries to the Government.

Dr. Muqem ul Islam's leadership in organizing the workshop was highly appreciated, with many

participants commending the relevance of the course content to their day-to-day professional

responsibilities.

The workshop concluded with a renewed sense of commitment among the participants to

implement TQM tools and techniques, thus contributing to the betterment of public

administration and service delivery in Azad Kashmir, according to the organizers of the grand event.