

TOTAL QUALITY MANAGEMENT

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TQM

Total Quality Management is often associated with

- Development
- Deployment
- Maintenance




KEY PRINCIPLES OF TQM



ASSESSMENT

Total Quality Management (TQM) focuses on

- Employee
- Customer
- Both (a) and (b) 
- None of the above

WHAT'S THE MINIMUM A COMPANY CAN DO TO PRACTICE TQM?

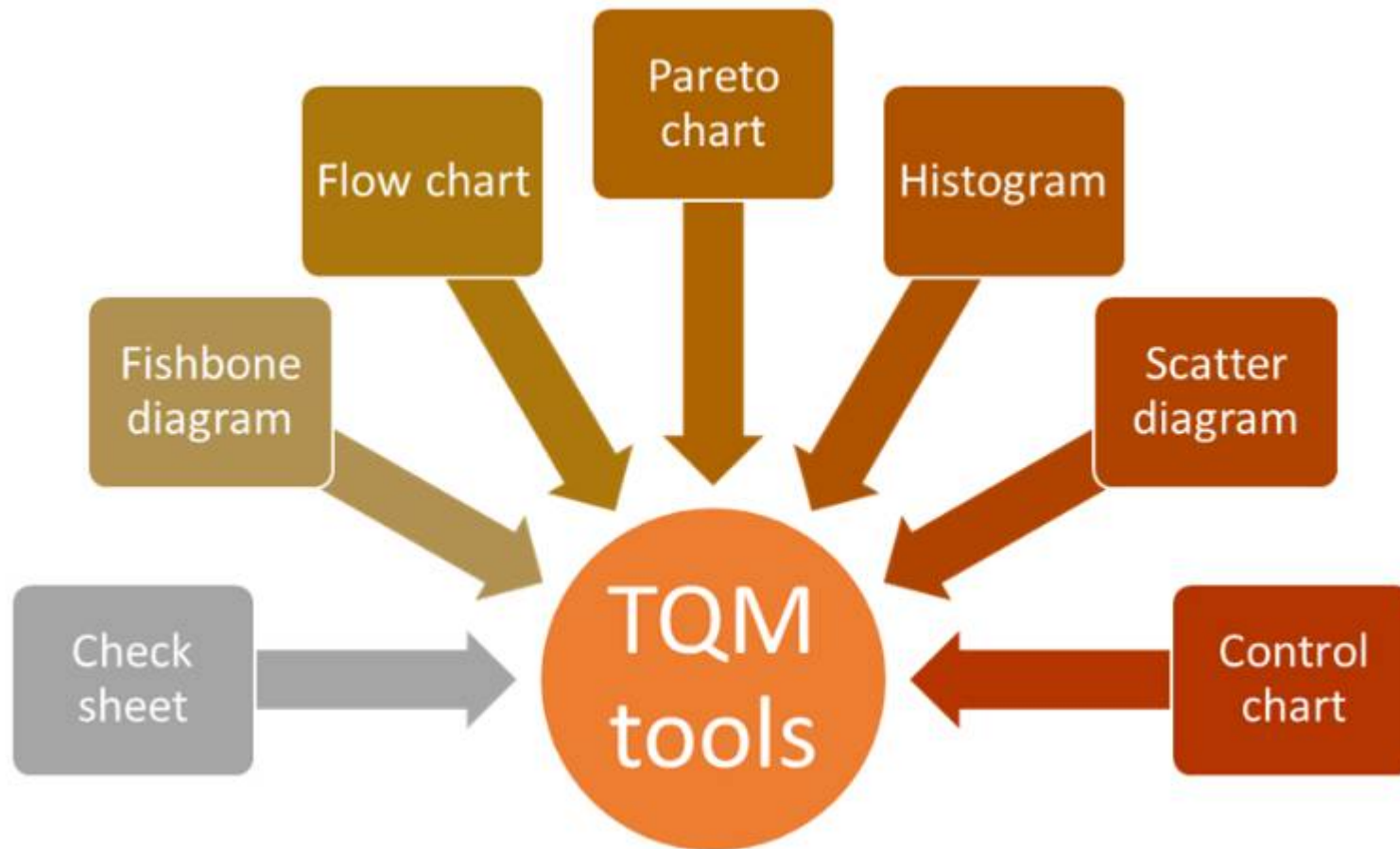


- Decide that it wants to implement TQM.
- Get support from top managers.
- Convey the decision to all stakeholders.
- Form baselines for customer satisfaction and quality.
- Learn the core principles of TQM.
- Create a TQM implementation plan. Include due dates for every step.
- Identify customer needs and expectations. Then, prioritize them.
- Select processes critical to meeting customer needs.
- Map and analyze those critical processes.
- Plan and implement TQM activities.
- Train staff in the new TQM methods.
- Review progress.
- Revise the plan following the review.
- Seek periodic feedback from all employees.
- Finally, reward and recognize the team for their work.

BENEFITS OF TQM INCLUDE

- Reduce risk and mitigate risk when designing new products and processes
- Resolve problems before they occur
- Resolve problems that occur during operations
- Improve supplier performance
- Control processes to avoid risk even when scaling up
- Increase productivity of all employees
- Reduce the total cost of quality not just the costs of poor quality of products

TQM TOOLS



COMPARISON TO SIX SIGMA

TQM	Six sigma
Not necessarily part of the Business Strategy	A strategy from the top of the Business Unit
No bottom line accountability	Projects frequently have a profitability hurdle
Improve and uniform processes	3.4 defect per million opportunities
Usually not targeted to a process or business	Targeted areas
Management and employees' involvement.	Management takes an active role in all phases of Six Sigma

REFERENCES

1. <https://sixsigmastudyguide.com/total-quality-management-and-six-sigma/>
2. <https://www.lucidchart.com/blog/8-total-quality-management-principles>

THANK YOU