



# **SNS COLLEGE OF ENGINEERING**

Kurumbapalayam (Po), Coimbatore – 641 107

**An Autonomous Institution**

Accredited by NAAC – UGC with 'A' Grade

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

## **DEPARTMENT OF COMPUTER SCIENCE AND TECHNOLOGY**

**COURSE NAME : 19OE114 –TOTAL QUALITY MANAGEMENT**

**III YEAR / VI SEMESTER**

**Unit 1- Introduction**

**TQM FRAMEWORK**



# QUALITY – DEFINITION

Quality is the totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs.

– ISO



# QUANTIFYING THE QUALITY

$$Q = P/E$$

Where,

Q = Quality

P = Performance

E = Expectations



# TQM – DEFINITION

TQM is the management approach of an organisation, centered on quality, based on the participation of all its members and aiming at long-term success through customer satisfaction, and benefits to all members of the organisation and to society.

– ISO



# TQM FRAMEWORK

Three elements of TQM include

- ▶ The philosophical elements
- ▶ The generic tools
- ▶ Tools of the QC department



# THE PHILOSOPHICAL ELEMENTS

They stress the operation of the company using quality as the integrating element.



# THE GENERIC TOOLS

They consist of various Statistical Process Control (SPC) methods that are used for problem solving and continuous improvement by quality teams.



# TOOLS OF THE QC DEPARTMENT

They consist of Statistical Quality Control (SQC) methods such as sampling plans, process capability and Taguchi methods.





# BENEFITS

- ▶ Tangible Benefits
- ▶ Intangible Benefits



# TANGIBLE BENEFITS

- ▶ Improved product quality
- ▶ Improved productivity
- ▶ Reduced quality costs
- ▶ Increased market and customers
- ▶ Increased profitability
- ▶ Reduced employee grievances



# INTANGIBLE BENEFITS

- ▶ Improved employee participation
- ▶ Improved teamwork
- ▶ Improved working relationships
- ▶ Improved customer satisfaction
- ▶ Improved communication
- ▶ Enhancement of job interest
- ▶ Enhanced problem-solving capacity
- ▶ Better company image



# OBSTACLES

- ▶ Lack of management commitment
- ▶ Misunderstanding about the concept of TQM
- ▶ Improper planning
- ▶ Lack of employees commitment
- ▶ Lack of effective communication
- ▶ Lack of continuous training and education
- ▶ Lack of interest or incompetence of leaders



# THANK YOU