



# **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 2- TQM PRINCIPALS**

**Leadership Quality**

# LEADERSHIP



# LEADERSHIP

- Leadership is the process of influencing others towards the accomplishment of goals.
- Leadership is lifting of mans vision to higher sights, the raising of mans performance to a higher level.
- Leaders create clear and visible quality values and integrate those values into the organizational strategy.

# Characteristics of Quality Leaders

1. The customer first - listen customers
2. Value people – peoples skills and capabilities
3. Build supplier partnership
4. Empower people – train and coach
5. Demonstrate involvement/commitment
6. Strive for excellence
7. Explain and deploy policy

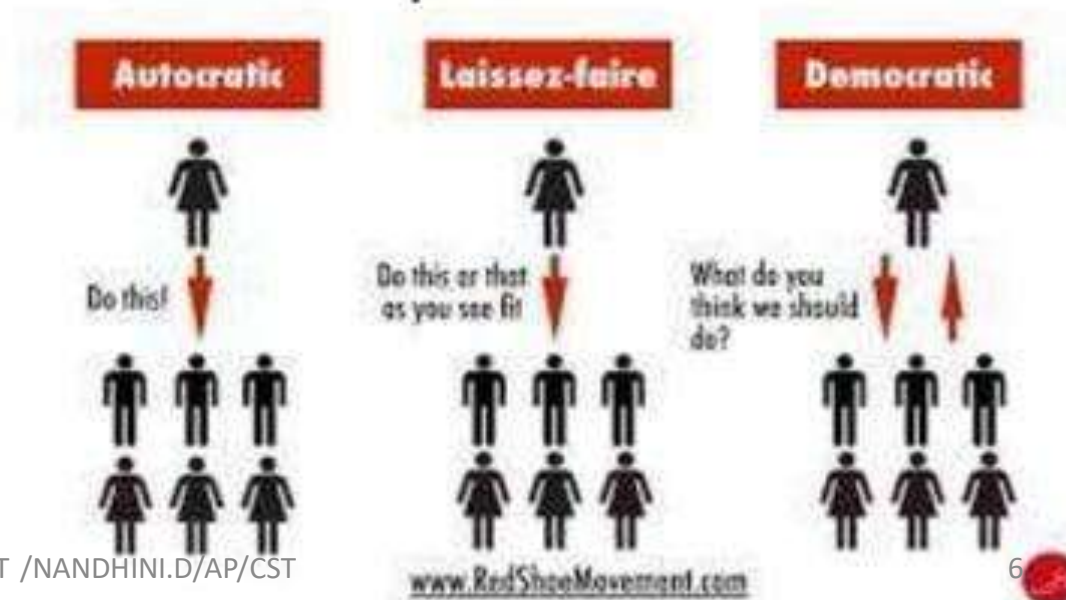
- 8. Improve communication
- 9. Promote teamwork
- 10. Benchmark continuously
- 11. Establish system
- 12. Encourage collaboration





# Leadership Styles for Effective Leaders

- Directing Style of Leadership
- Consultative Style of Leadership
- Participative Style of Leadership
- Delegating Style of Leadership

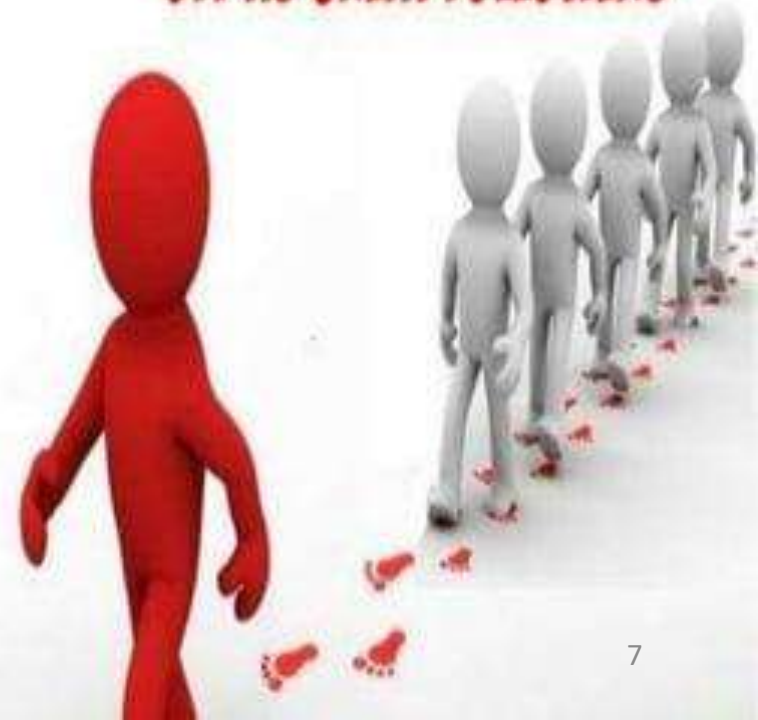


# Requirements of Effective Leaders

Five core leadership skills required for effective leadership are

- Vision
- Empowerment
- Institution
- Self understanding
- Value congruence

***GREAT LEADERS START  
OFF AS GREAT FOLLOWERS***



# Role of TQM Leaders

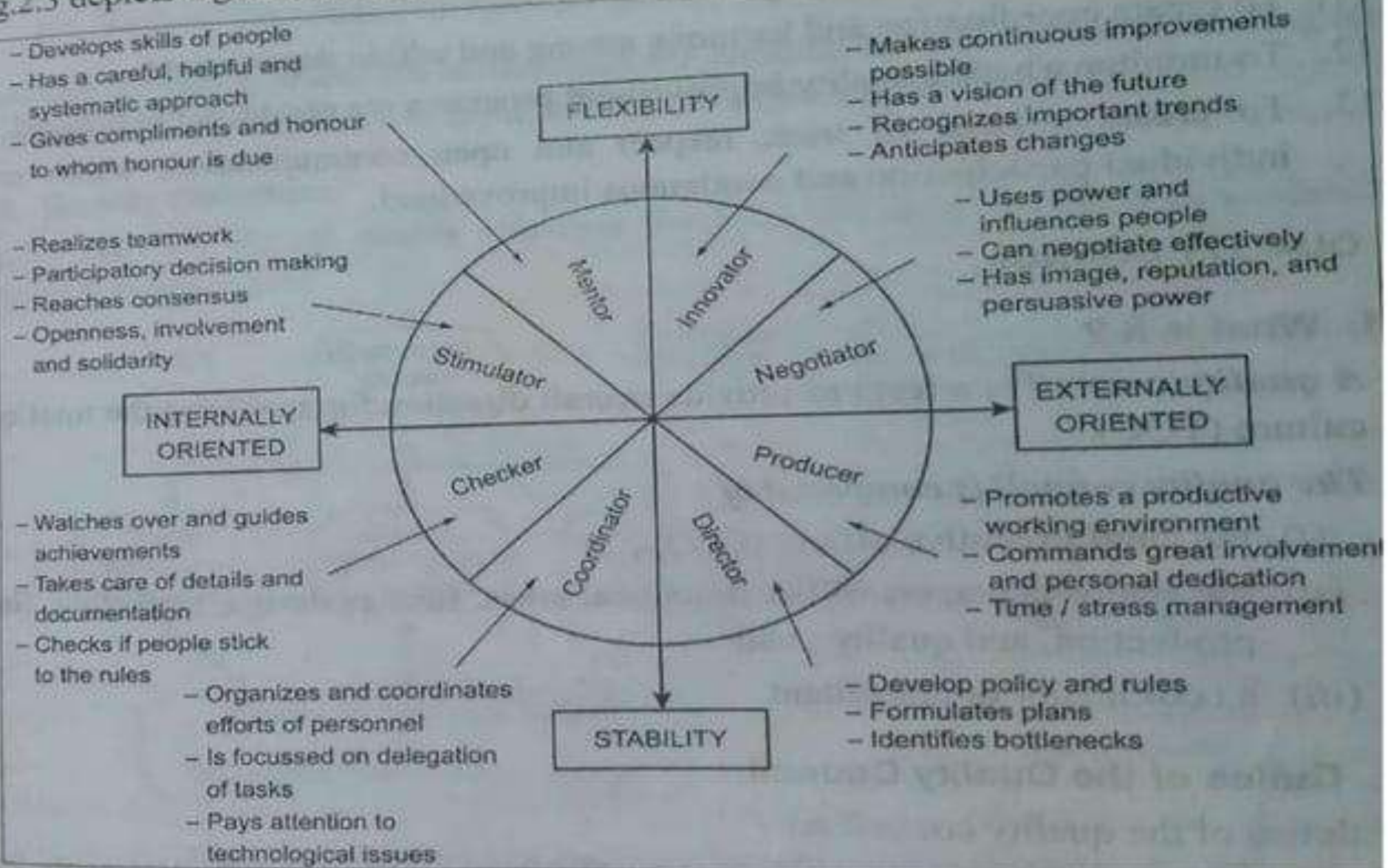
- Study TQM and investigate how TQM is implemented elsewhere
- Establish policies related to TQM.
- Establish “priority of quality” and “customer satisfaction” as the basic policy.
- Assume leadership in bringing about a cultural change.





- Check whether the quality improvement programs are conducted as planned.
- Become coaches and cheer leaders to implement TQM.
- Generate enthusiasm for TQM activities.
- Visit other companies to observe TQM functioning.
- Attend TQM training program.
- Teach others for the betterment of society and the surroundings

Fig.2.3 depicts eight leadership roles





# THANK YOU