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

Strategic Quality Planning

- It sets the long term direction of the organization in which to proceed in future.

- Strategic planning is the process of envisioning the organization's future and developing the necessary goals, objective and action plan to achieve that future.

PRESENT → STRATEGIC PLAN → VISION OF FUTURE
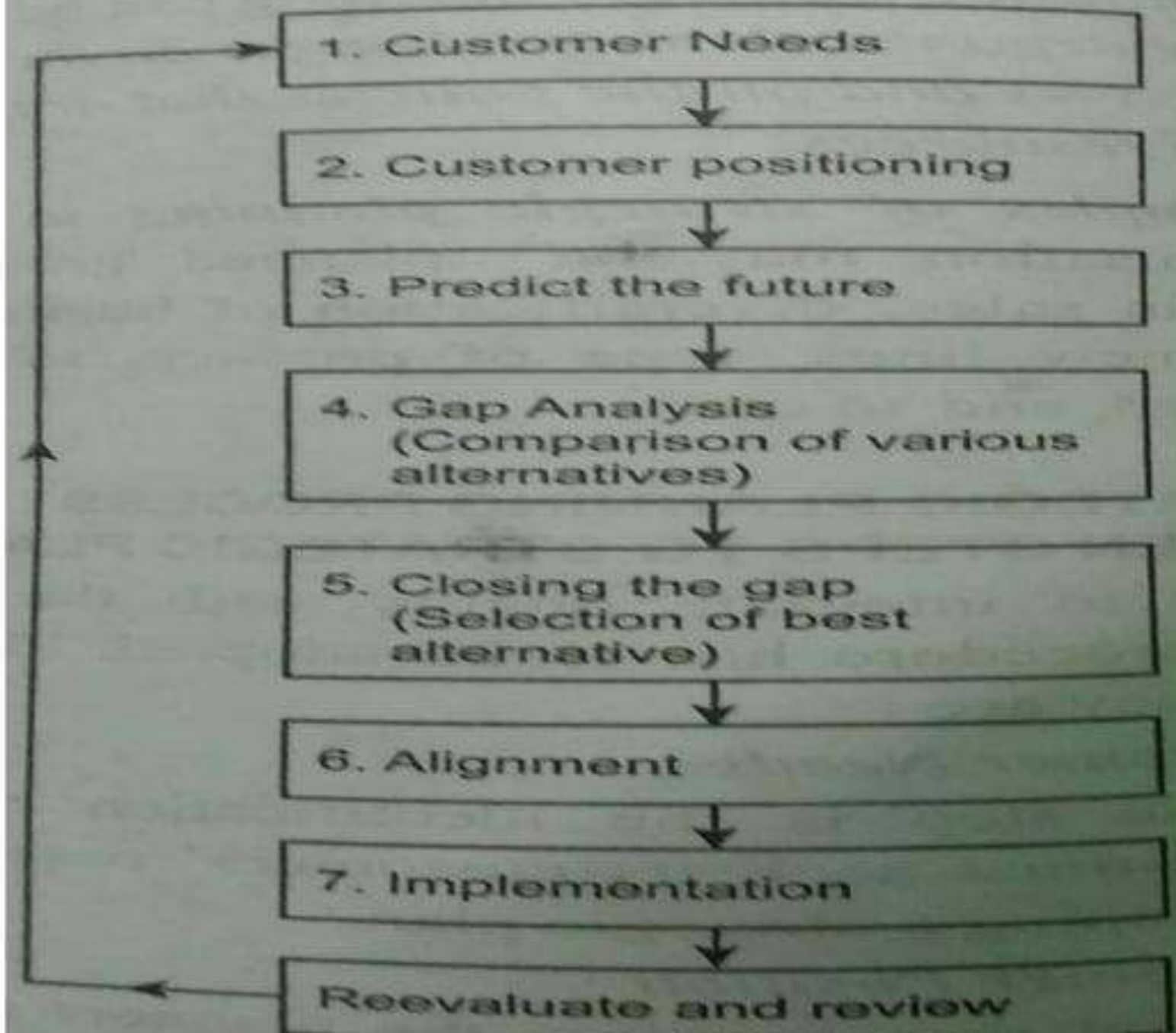
Goals should

- Improve customer satisfaction, employee satisfaction
- Be based on statistical evidence
- Be measurable
- Have a plan or method for its achievement
- Have a time frame for achieving the goal
- Finally, it should be challenging yet achievable

Strategic Quality Planning Process

- Identification of customer needs
- Determination of customer position
- Predict the future
- Gap analysis
- Closing the gap
- Align the plan with mission and vision
- Implementation of the plan

1. Customer Needs
2. Customer positioning
3. Predict the future
4. Gap Analysis (Comparison of various alternatives)
5. Closing the gap (Selection of best alternative)
6. Alignment
7. Implementation
Reevaluate and review

5

Quality Council

- Quality council is a team to provide overall direction for achieving the total quality culture.

The quality council is composed of

- CEO

- Senior managers

- Quality council coordinator

Objective of the Quality council

- To raise the quality consciousness of the organization
- To ensure the effective functioning of the organization
- To encourage basic and applied R&D in the field of quality
- To raise the level of training of personnel engaged in quality activities
- To facilitate upgradation of testing, calibration and laboratories facilities

Duties of the council

- Develop the core values, vision statement, mission statement and quality policy statement
- Develop the strategic long term plan with goals and Annual Quality Improvement Program with objectives
- Create the total education and training plan
- Determine and monitor the cost of poor quality
- Determine the performance measures
- Determine projects those improve the process
- Establish multifunctional project and work group teams
- Revise the recognition and rewards system

THANK YOU