



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

PERFORMANCE APPRISAL

Performance Appraisal

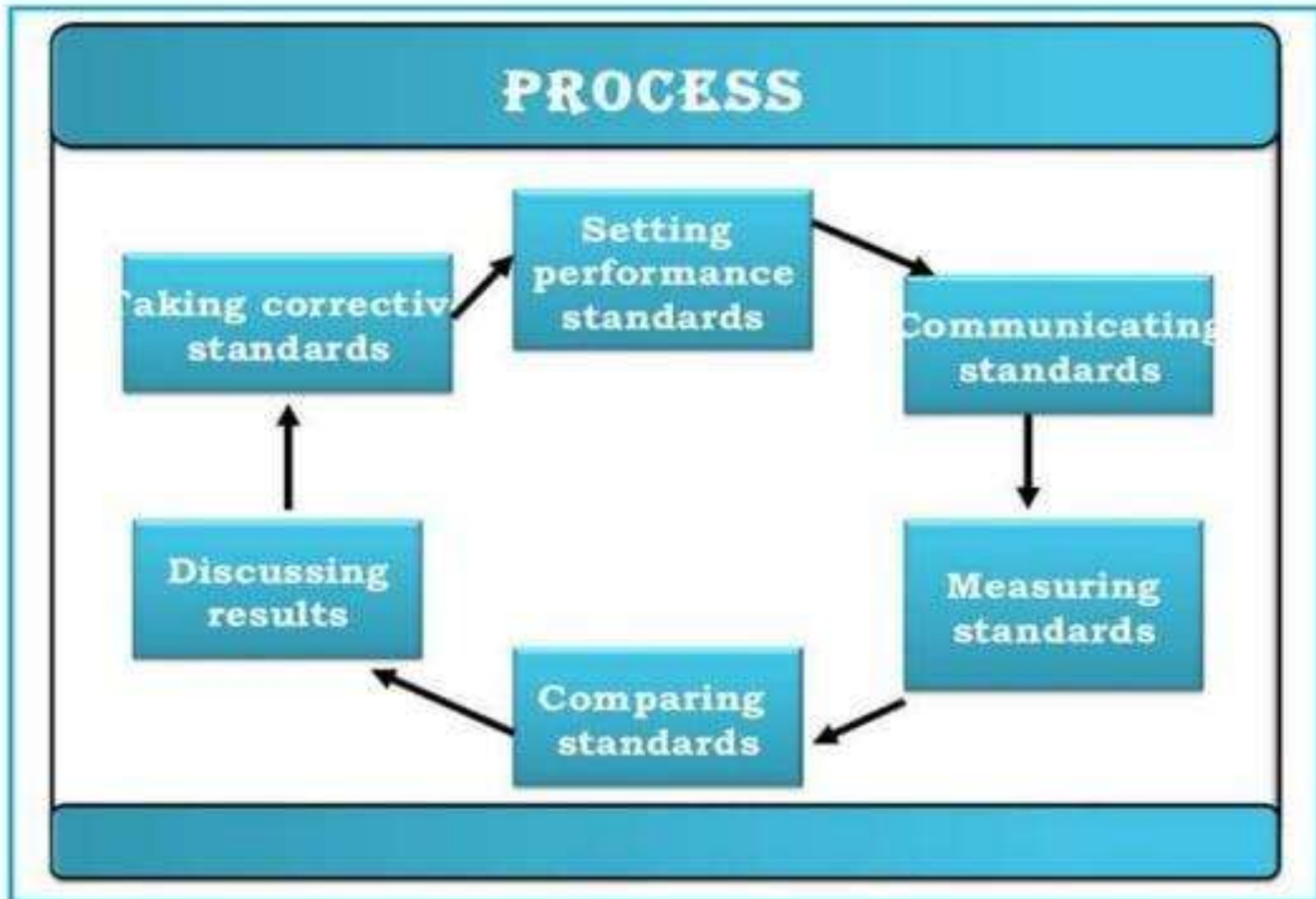
- It is systematic and objective assessment or evaluation of performance and contribution of an individual



Need of Performance Appraisal

- To identify employees for salary revision, promotion, transfer, demotion and lay off
- To determine training and development needs of the employee
- To motivate employees
- To know personal strength and weakness
- To make the supervisors and executive more observant of their subordinate

Process of Performance Appraisal



Benefits of Performance Appraisal

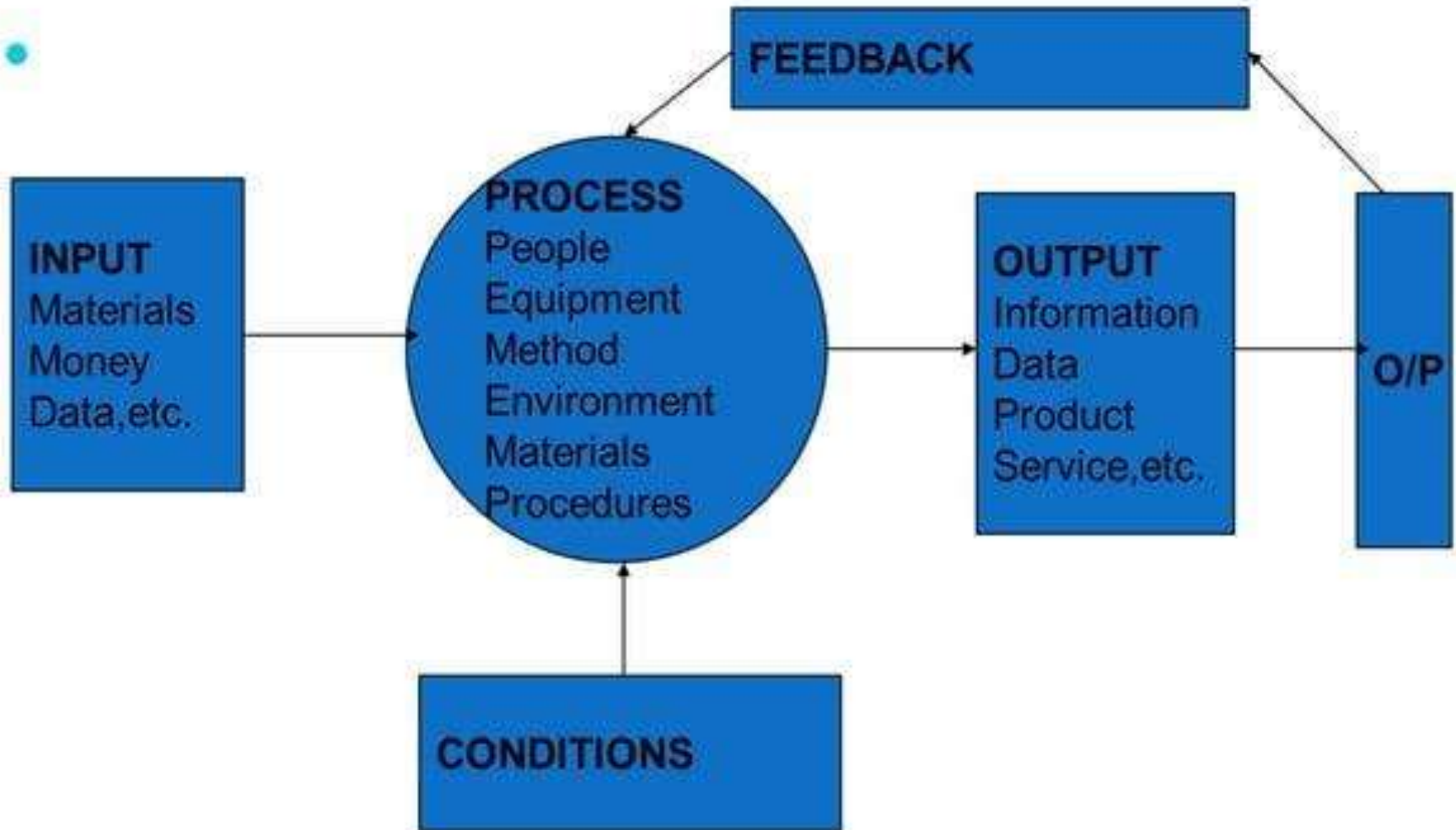
- It provides useful feedback to the employee.
- It helps in understanding the pay adjustment, increment and bonuses.
- It provides basis for employee for promotion, transfer and demotion.
- It helps the employee to plan the carrier.
- It puts a short of pressure on people for better performance since he is being continuously observed.

Continuous Process Improvement

- **Process** refers to business and production activities of an Organization.
- **Processes for improvement-** eg. Design & Manufacturing, Marketing, Stores & Purchase etc.



Input Output Process Model



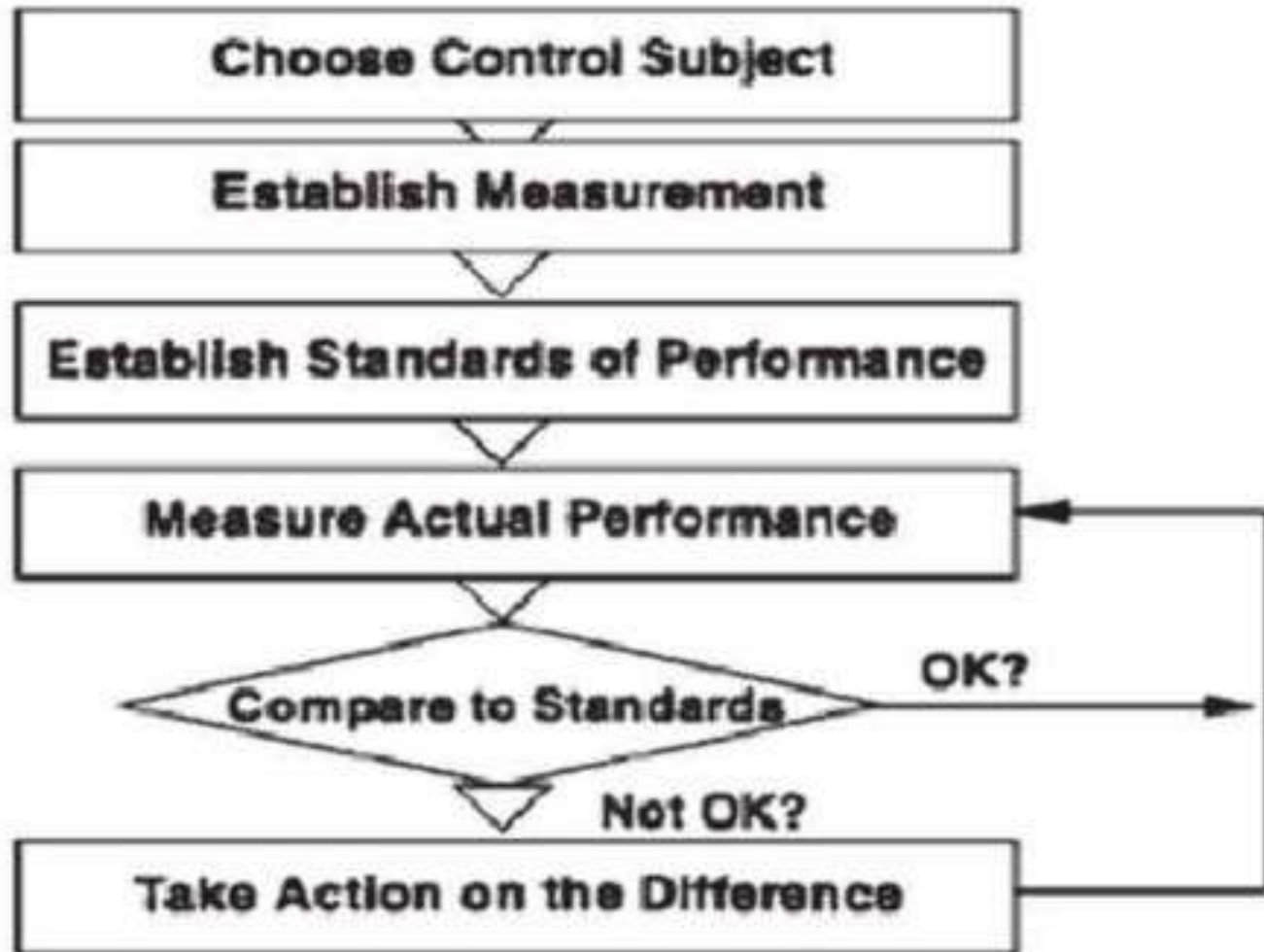
Juran's Quality Trilogy

- Juran divides quality management into three managerial process.
 - »Quality planning
 - »Quality control
 - »Quality improvement

Quality planning



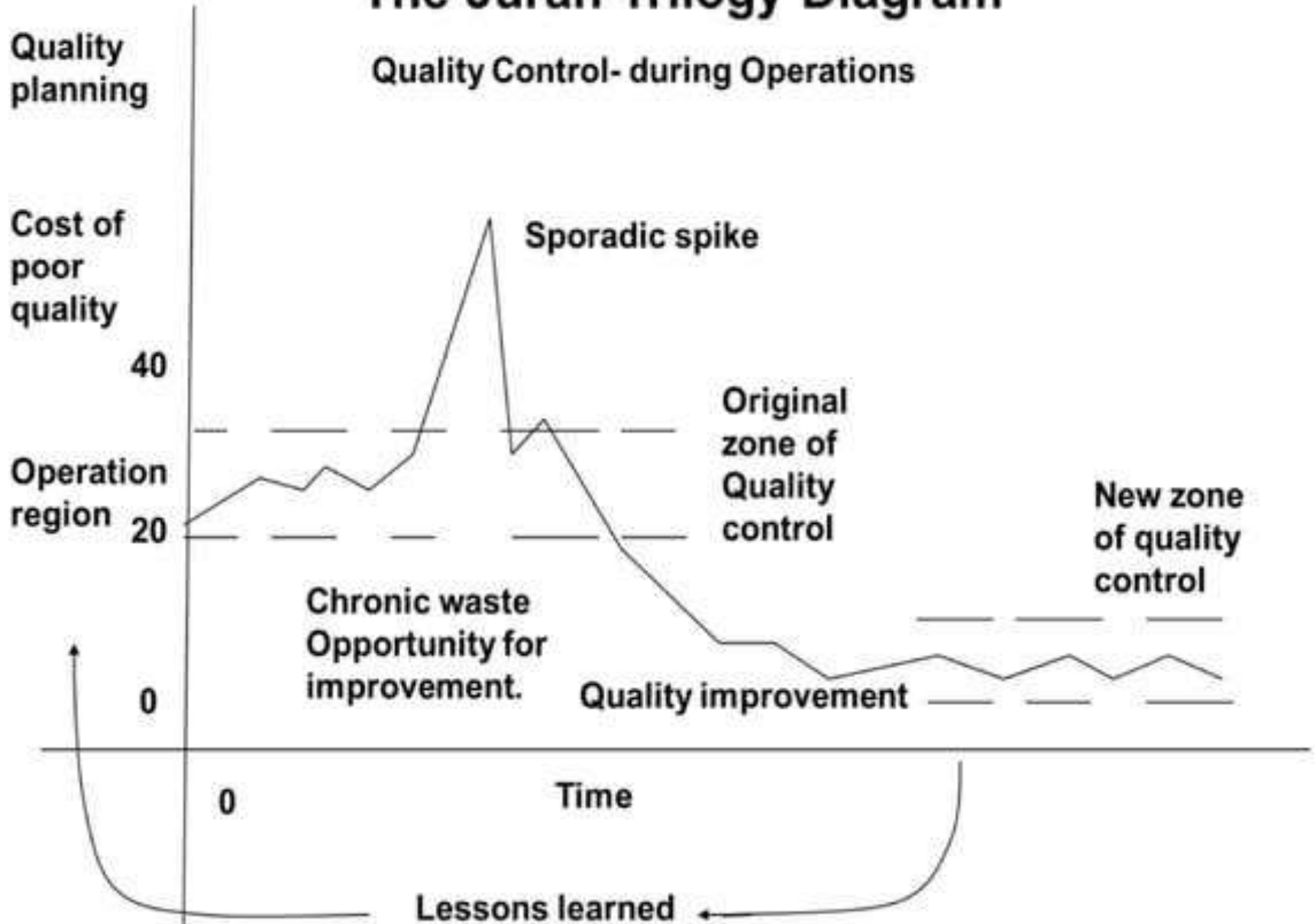
Quality control



Quality improvement

- Build awareness of need and opportunity for improvement
- Set goals for improvement
- Organize to reach your goals
- Provide training
- Carry out projects to solve problems
- Report progress
- Give recognition
- Communicate result
- Keep score
- Maintain momentum by making annual improvement part of the regular process of the company.

The Juran Trilogy Diagram



Types of Quality Problems

1. Compliance problems
2. Unstructured problems
3. Efficiency problems
4. Process-Design problem
5. Product-Design problem

Improvement Strategies

(Four R's of improvement strategies)

1. Repair strategy
2. Refinement strategy
3. Renovation strategy
4. Reinvention strategy