



# BARRIERS OF TQM & INDUSTRIAL EXAMPLES OF QUALITY STATEMENTS

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Course : Total Quality Management

**19ME514**  
**Unit -1 Introduction**  
**III Year /V Semester**  
**Mechanical Engineering**

# TOPIC OF THE DAY





# BARRIERS OF TQM

- Lack of Management Commitment
- Inability to Change Organizational Culture
- Improper Planning
- Lack of Continuous Training and Education
- Incompatible Organizational Structure and Isolated Individuals and Departments
- Ineffective Measurement Techniques and Lack of Access to Data and Results
- Paying Inadequate Attention to Internal and External Customers
- Inadequate Use of Empowerment and Teamwork
- Failure to Continually Improve



# BENEFITS OF TQM

The benefits of TQM are improved:

Quality

Employee Participation

Teamwork

Working Relationships Customer Satisfaction

Employee Satisfaction

Productivity Communication

Profitability

Market Share



# QUALITY STATEMENTS

**Vision statement** – a short declaration of what the organization hopes to be tomorrow.

**Mission statement** – a statement of purpose –who we are, who are our customers, what we do , and how we do it.

**Quality policy** – is a guide for everyone in the organization ,how they should provide products and services to the customers.

# QUALITY STATEMENTS-INDUSTRIAL EXAMPLES



## Our Quality Policy

### ti Quality Statement

*In Striving to Achieve Customer Satisfaction*

*Titanium Industries Inc.*

*is committed to the highest standard of*

- *Quality*
- *On time Delivery*
- *Competitive Pricing, and*
- *Continuous Process Improvements*
- *Meeting All Requirements*

QAS20 REV.1

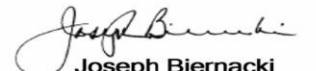
"UNCONTROLLED, IF PRINTED"

It is the policy of  
Stackpole Electronics, Inc.  
to provide defect-free product on time.

Quality, continual improvement and  
customer satisfaction are the personal  
responsibilities of each employee.

  
Kesao Akahane  
Chairman

  
James Mullane  
C.O.O.

  
Joseph Biernacki  
Vice President - El Paso  
Operations & Quality

  
Daniel Schad  
Vice President - Raleigh

**ASMG**  
AKAHANE STACKPOLE  
MANUFACTURING GROUP

Rev Date: 01/22/2014

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## QUALITY POLICY

We take considerable pride in developing, sustaining unsurpassed levels of quality in manufacturing of drug formulations in order to meet customer satisfaction.

Our quality policy comprises of:

- 1 Manufacturing & supplying excellent quality drugs to consistently meet the needs of esteemed clients and the mankind in general.
- 2 Ensuring strict compliance with cGMP guidelines, prevailing national and international standards in accordance with the pharmaceutical industry.
- 3 Treating health, safety and environmental protection as an integral part of the quality strategy.
- 4 Enhancing customer satisfaction through continuous improvement in Quality management System in conformity with ISO 9001:2008

Amit Kumar Bansal  
Managing Director



## Quality Policy Statement

Weber Packaging Solutions manufactures and supplies self adhesive labels and labeling systems and has a vision of being our clients preferred partner in the supply of label products and systems. A key platform in meeting this vision is to provide industry leading levels of service and the operation of our ISO9001 accredited Quality Management System along with the application of BRC Global Standards for Packaging and Packaging Materials to enable us to achieve this. To meet our objectives Weber will:

- Ensure that it meets the needs and requirements of its customers and will seek to continually improve the service by the development of necessary programmes.
- Strive to enhance and improve its performance by setting objectives and targets, which are continually reviewed to ensure they are understood, acted upon and met. Objectives shall be established and reviewed by the General Manager at Management Review Meetings or at any stage with reference to the company Quality Manager.
- Comply with requirements and continually improve the effectiveness of the quality management system.
- Provide training, support, resources and encouragement to all its employees to ensure they realise their full potential in meeting the Quality Policy and its objectives.
- Meet any statutory and regulatory requirements that apply to products, processes and activities.
- Establish partnerships with Suppliers and interested parties and will continually develop the partnerships to provide an improved service.
- Identify the key operational processes and links between these processes to function effectively.

This Policy was endorsed by the General Manager of Weber Packaging Solutions UK and Ireland on the 27<sup>th</sup> of May 2016 and will be communicated throughout the organisation and to all interested parties. It will be reviewed periodically to ensure the future success of Weber.

Patrick Hughes  
General Manager



D01

## Quality Policy Statement

**Our Commitment:** Providing services and products that are trusted, fast, precision with high value added. We are fully committed to satisfy the requirement of ISO 9001:2015 including continuous improvement.

**Our Objective:**

- On time delivery.
- Using qualified equipment, method, measuring devives in productions.
- Fully achieve customer satisfaction.
- Continuous reducing cost.

Matthew Nguyen - Managing Director

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## Quality Policy

Our commitment to **customer satisfaction** will be achieved by providing **quality products** as specified, **delivered on time**, at a competitive price.

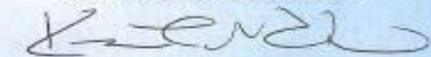
We are also committed to **continually improving** all areas of our operations through **employee development** and involvement.

Ken McDaniel / President



7-30-09

Kevin McDaniel / Vice President



7/30/09



