

TOTAL QUALITY MANAGEMENT

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TQM

Total Quality Management is often associated with

- Development
- Deployment
- Maintenance






KEY PRINCIPLES OF TQM





ASSESSMENT

Total Quality Management (TQM) focuses on

- Employee
- Customer
- Both (a) and (b) 
- None of the above



WHAT'S THE MINIMUM A COMPANY CAN DO TO PRACTICE TQM?

- Decide that it wants to implement TQM.
- Get support from top managers.
- Convey the decision to all stakeholders.
- Form baselines for customer satisfaction and quality.
- Learn the core principles of TQM.
- Create a TQM implementation plan. Include due dates for every step.
- Identify customer needs and expectations. Then, prioritize them.
- Select processes critical to meeting customer needs.
- Map and analyze those critical processes.
- Plan and implement TQM activities.
- Train staff in the new TQM methods.
- Review progress.
- Revise the plan following the review.
- Seek periodic feedback from all employees.
- Finally, reward and recognize the team for their work.

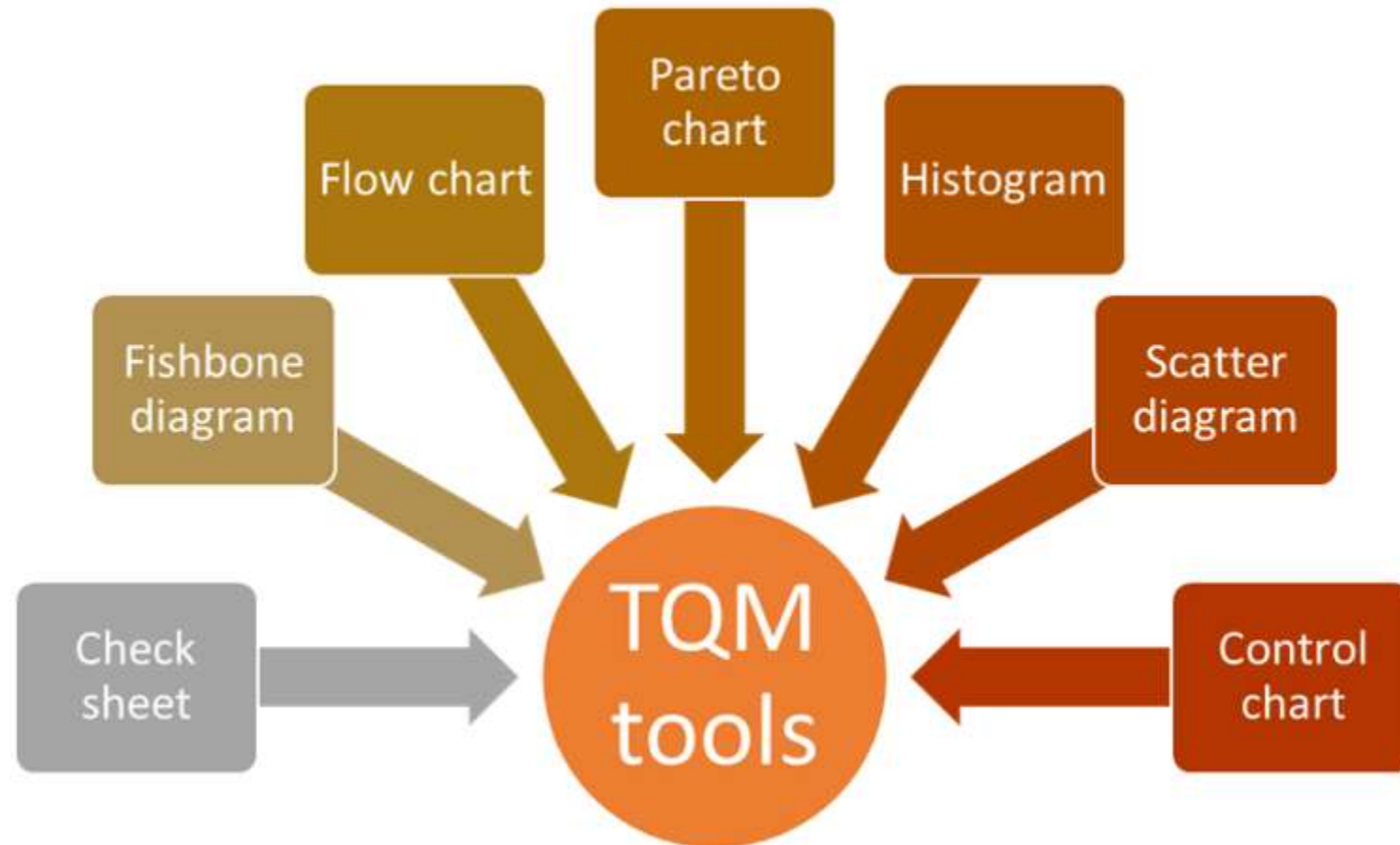


BENEFITS OF TQM INCLUDE

- Reduce risk and mitigate risk when designing new products and processes
- Resolve problems before they occur
- Resolve problems that occur during operations
- Improve supplier performance
- Control processes to avoid risk even when scaling up
- Increase productivity of all employees
- Reduce the total cost of quality not just the costs of poor quality of products



TQM TOOLS





COMPARISON TO SIX SIGMA

| TQM | Six sigma |
|---|--|
| Not necessarily part of the Business Strategy | A strategy from the top of the Business Unit |
| No bottom line accountability | Projects frequently have a profitability hurdle |
| Improve and uniform processes | 3.4 defect per million opportunities |
| Usually not targeted to a process or business | Targeted areas |
| Management and employees' involvement. | Management takes an active role in all phases of Six Sigma |



REFERENCES

1. <https://sixsigmastudyguide.com/total-quality-management-and-six-sigma/>
2. <https://www.lucidchart.com/blog/8-total-quality-management-principles>



THANK YOU