

# EVOLUTION OF QUALITY AND TQM FRAMEWORK

Course: Total Quality Management

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





## TOPIC OF THE DAY



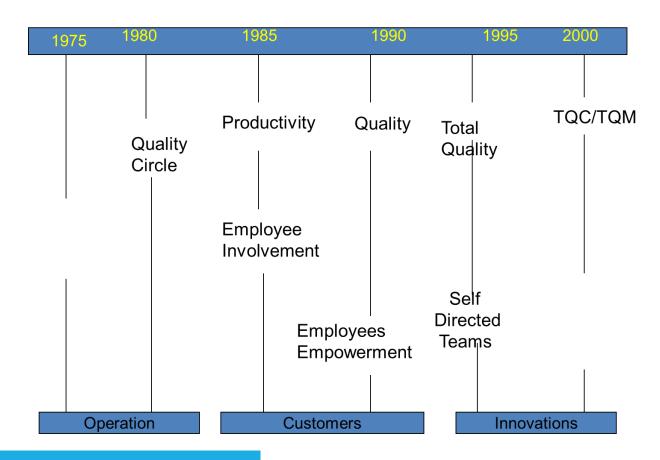






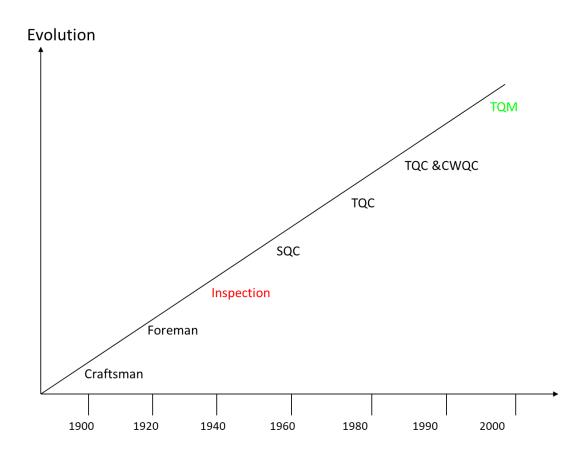


# **EVOLUTION OF QUALITY**













## TOTAL QUALITY MANAGEMENT

- •Total Quality Management (TQM) is an enhancement to the traditional way of doing business.
- It's a proven technique to guarantee survival in world- class competition
- TQM integrates fundamental management techniques, existing improvement efforts and technical tools under a disciplined approach
- It is the application of quantitative methods and human resources to improve all the processes within an organization and exceed customer needs now and in the future.



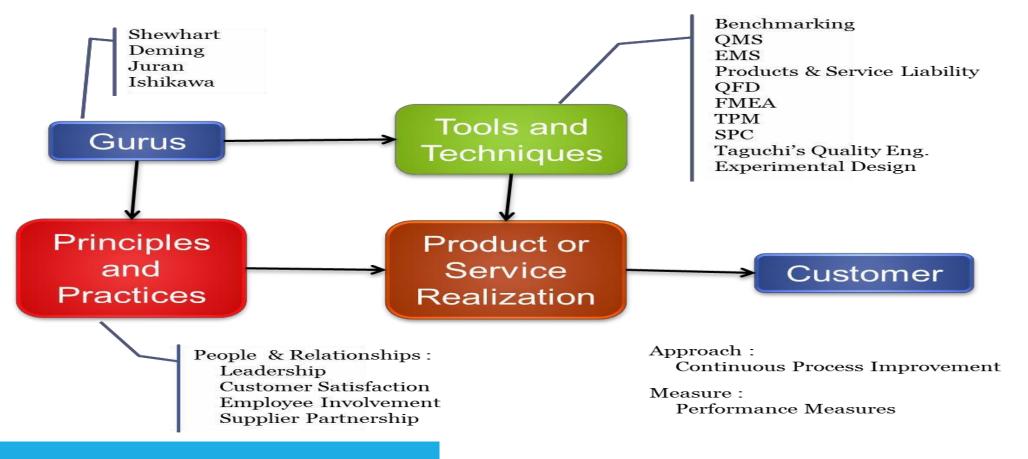


# CULTURE OF TQM

Quality Element	Previous State	TQM
Definition	Product-oriented	Customer-oriented
Priorities	Second to service and cost	First among equals of service and cost
Decisions	Short-term	Long-term
Emphasis	Detection	Prevention
Errors	Operations	System
Responsibility	Quality Control	Everyone
Problem Solving	Managers	Teams
Procurement	Price	Life-cycle costs, partnership
Manager's Role	Plan, assign, control and enforce	Delegate, coach, facilitate and mentor











### EVOLUTION OF QUALITY MANAGEMENT



Salvage, sorting, grading, blending, corrective actions, identify sources of non-conformance

Develop quality manual, process performance data, self-inspection, product testing, basic quality planning, use of basic statistics, paperwork control.

Quality systems development, advanced quality planning, comprehensive quality manuals, use of quality costs, involvement of non-production operations, failure mode and effects analysis, SPC.

Policy deployment, involve supplier & customers, involve all operations, process management, performance measurement, teamwork, employee involvement.





## ASSESSMENT 1

- 1. What is quality?
- 2. What is need of quality?
- 3. List any four tools of TQM





#### REFERENCES

- Dale H. Besterfiled, "Total Quality Management", Third Edition, Pearson Education Asia, Indian Reprint, 2016.
- 2. Dr S. Kumar, "Total Quality Management", Laxmi Publications Ltd., New Delhi 2006.





