



EVOLUTION OF QUALITY AND TQM FRAMEWORK

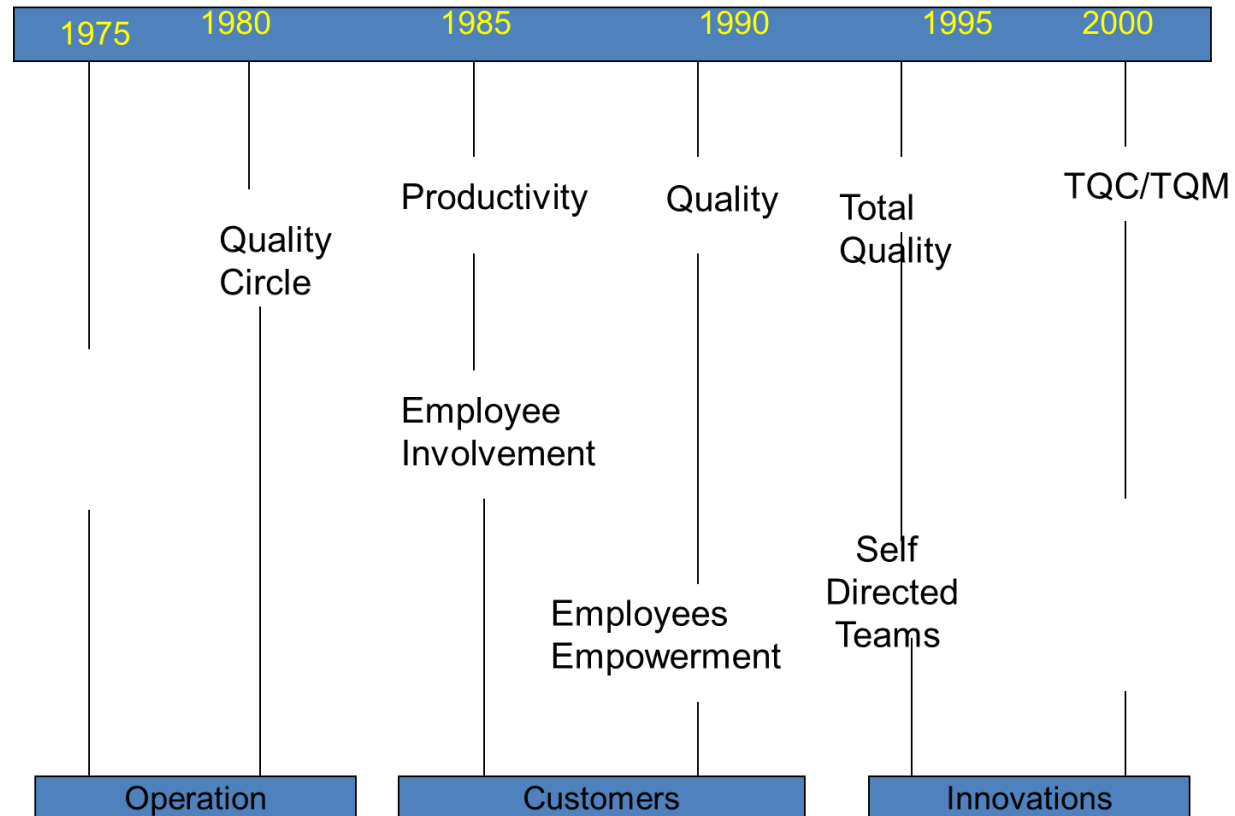
Course : Total Quality Management

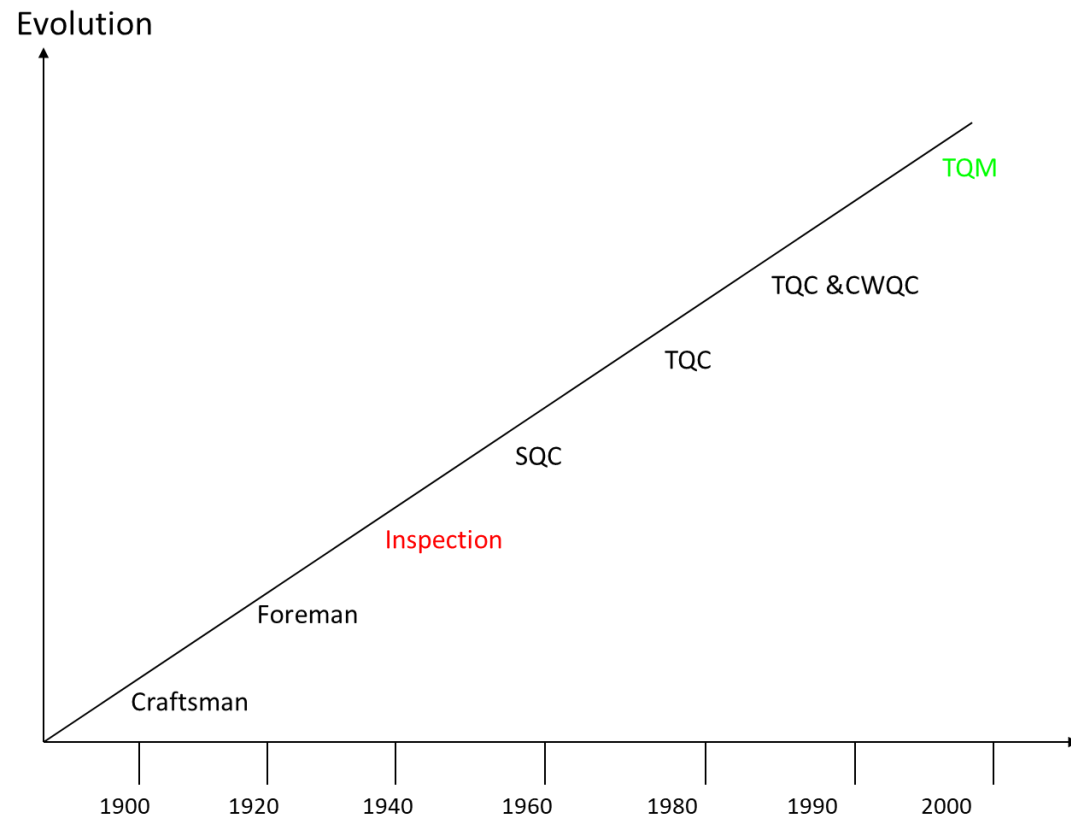
19ME514
Unit -1 Introduction
III Year /V Semester
Mechanical Engineering

TOPIC OF THE DAY



EVOLUTION OF QUALITY





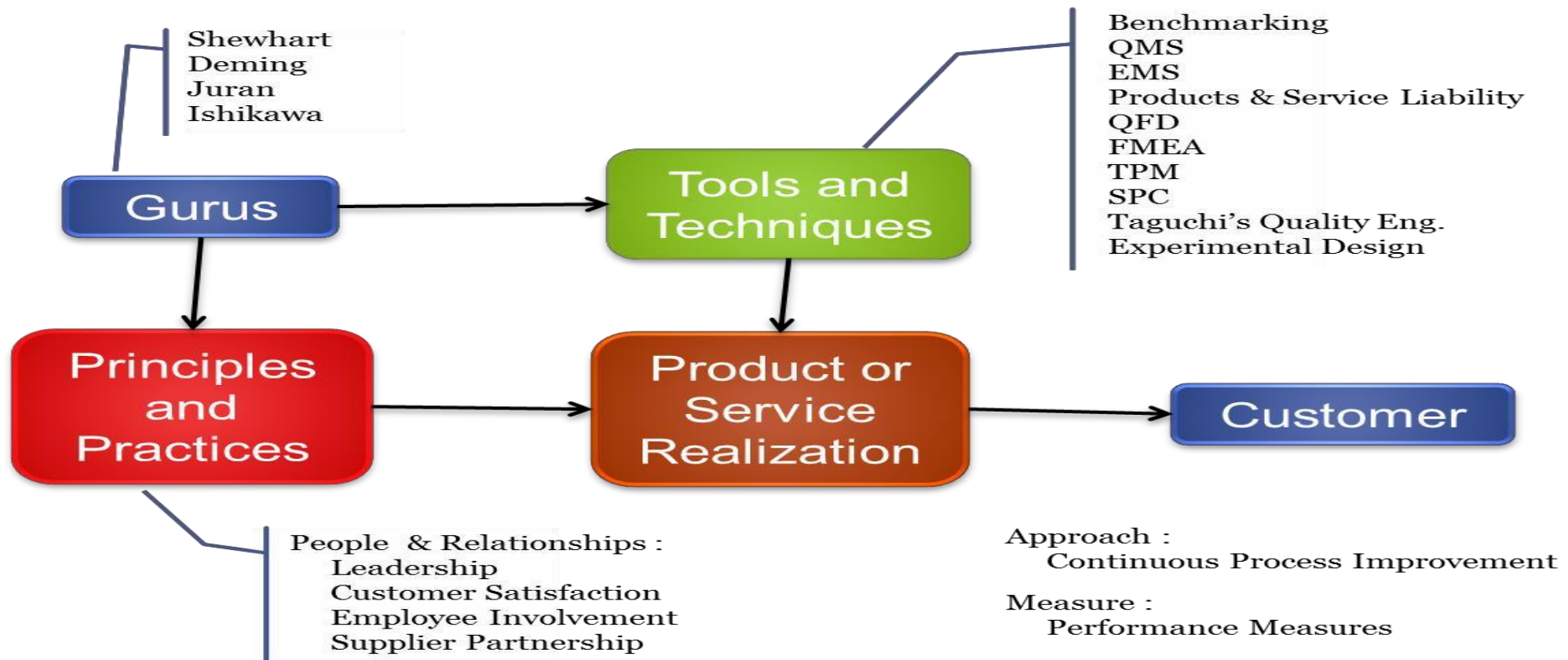


TOTAL QUALITY MANAGEMENT

- 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





ASSESSMENT 1

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



REFERENCES

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

