



# EMPLOYEE INVOLVEMENT AND ENGAGEMENT INITIATIVES IN INDUSTRIES

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Course : Total Quality Management

**19ME514**  
**Unit -2 TQM Principles**  
**III Year /V Semester**  
**Mechanical Engineering**

# TOPIC OF THE DAY





# EMPLOYEE INVOLVEMENT

Employee involvement is one approach to improve quality and productivity. It is a means to better meet the organization's goals for quality and productivity.

# MOTIVATION

“Motivation means a process of stimulating people to accomplish desired goals.”

Motivation is the process of inducing people inner drives and action towards certain goals and committing his energies to achieve these goals.

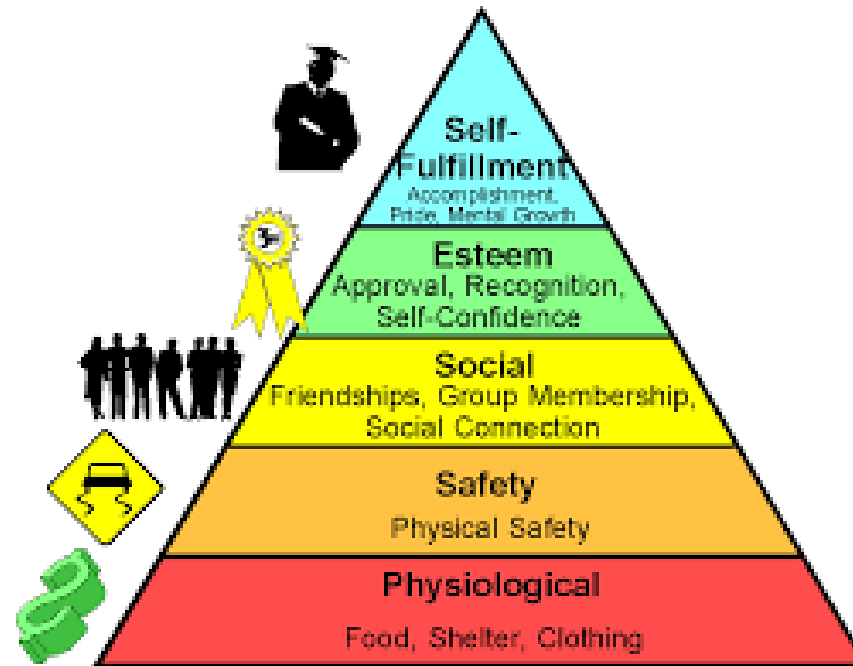




# THEORIES OF MOTIVATION

1. Maslow's hierarchy of needs theory
2. Herzberg's two factor theory

# MASLOW'S HIERARCHY OF NEEDS THEORY



# HERZBERG'S TWO FACTOR THEORY

## Satisfiers (Motivators)

- Performance and achievement
- Recognition
- Job status
- Responsibility
- Opportunities for advancement
- Personal growth
- The work itself



*Improving these factors helps to increase job satisfaction.*

## Dissatisfiers (Hygiene Factors)

- Salary
- Working conditions
- The physical workspace
- Relationship with colleagues
- Relationship with supervisor
- Quality of supervisor
- Policies and rules



*Improving these factors helps to decrease job dissatisfaction.*



# EMPOWERMENT

Empowerment is investing people with authority. Its purpose is to tap the enormous reservoir of potential contribution that lies within every worker.

The principles of empowering people are given below:

1. Tell people what their responsibilities are.
2. Give authority.
3. Set standards for excellence.
4. Render training.
5. Provide knowledge and information.
6. Trust them.
7. Allow them to commit mistakes.
8. Treat them with dignity and respect.



# CHARACTERISTICS OF EMPOWERED EMPLOYEES

- They feel responsible for their own task.
- They are given a free hand in their work.
- They balance their own goals with those of the organization.
- They are well trained, equipped, creative, and customer oriented.
- They are critical, have self-esteem, and are motivated.
- They are challenged and encouraged.
- They monitor and improve their work continuously.
- They find new goals and change challenges.

# TEAMWORK

Teamwork is the cumulative actions of the team during which each member of the team subordinates his individual interests and opinions to fulfill the objectives or goals of the group.





# NEED FOR TEAMWORK

1. Many heads are more knowledgeable than one.
2. The whole is greater than the sum of its members.
3. Team members develop a rapport with each other.
4. Teams provide the vehicle for improved communication.



# TYPES OF TEAM

1. Process improvement team.
2. Cross – functional team.
3. Natural work teams.
4. Self – Directed / Self – Managed work teams.

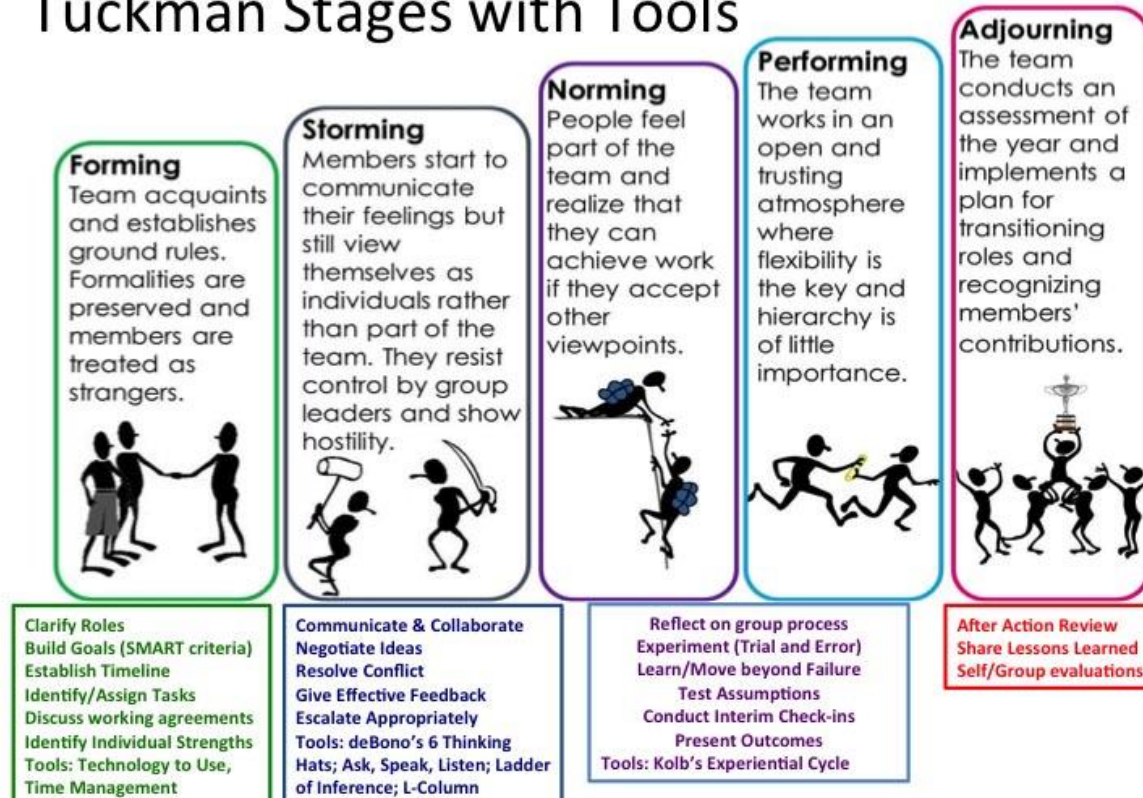


# CHARACTERISTICS OF SUCCESSFUL TEAM

- Sponsor
- Team Charter
- Team Composition
- Training
- Ground Rules
- Clear Objectives
- Accountability
- Well-Defined decision procedure
- Resources
- Trust
- Effective Problem Solving
- Open Communication
- Appropriate Leadership
- Balanced Participation
- Cohesiveness

# STAGES OF TEAM DEVELOPMENT

## Tuckman Stages with Tools





# 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.

