



INTRODUCTION

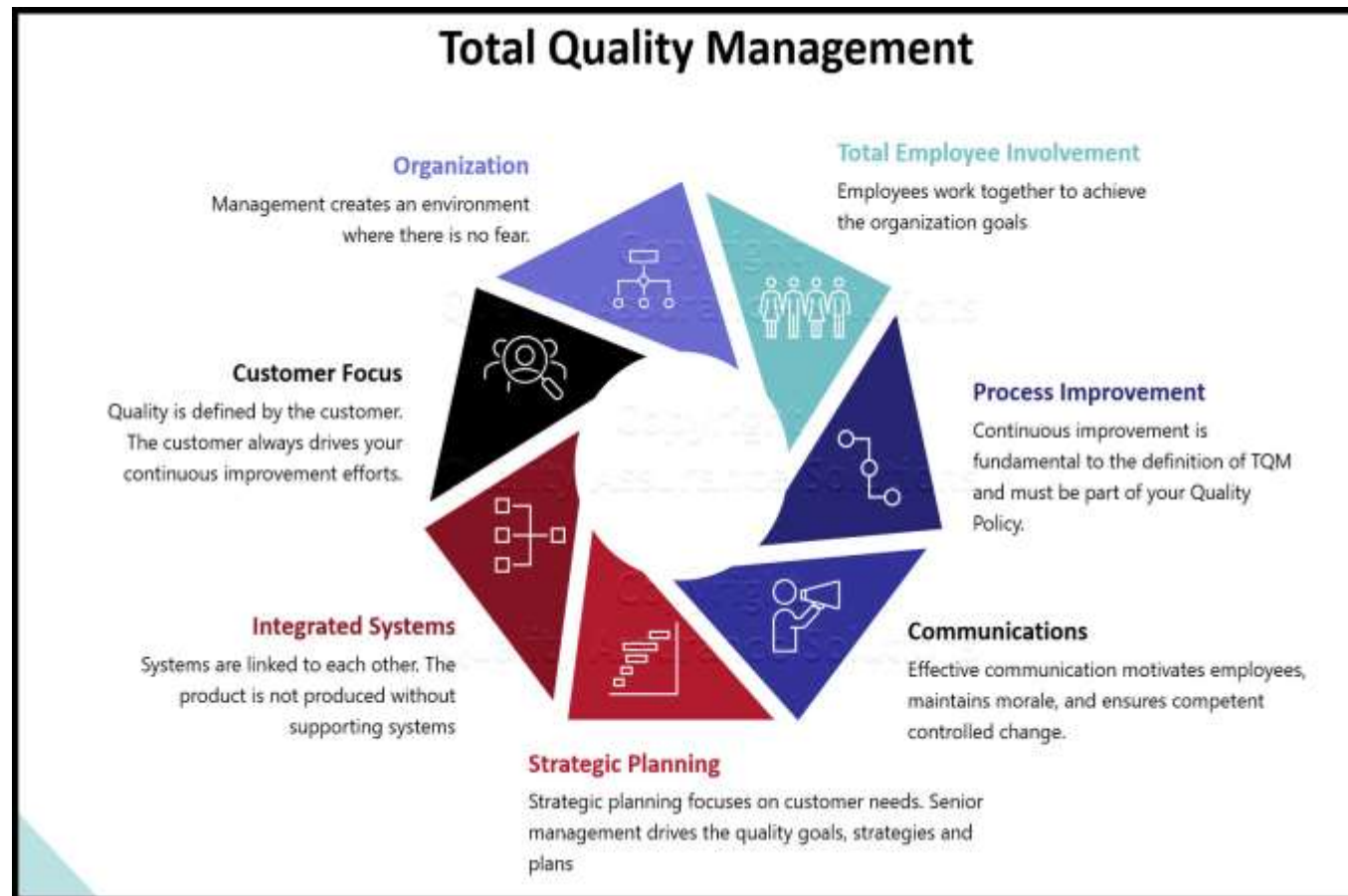
Course : Total Quality Management

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

TOPIC OF THE DAY



TQM





WHAT IS QUALITY

- Quality is conformance to customer requirements
- Quality is about meeting the minimum standard required to satisfy customer needs.
- Quality is fitness for use
- Quality is the totality of features and characteristics of a product or service that bear on its ability to satisfy stated and implied needs of customer.



QUALITY IN AN INFORMATION TECHNOLOGY PRODUCT OR SERVICE

- Quality is sometimes defined as "meeting the requirements of the customer."
- The term quality assurance describes any systematic process for ensuring quality during the successive steps in developing a product or service.





QUALITY IN MANAGEMENT

A quality management system (QMS) is a collection of business processes focused on achieving quality policy and quality objectives to meet customer requirements.





QUALITY IN MANUFACTURING

- A measure of excellence or a state of being free from defects, deficiencies and significant variations.



QUALITY IN EDUCATION

- Quality in education is a dynamic concept. It evolves with time and is subject to social, economic and environmental conditions.
- However, international human rights law provides a general legal framework that guarantees quality education.



QUALITY IN SOFTWARE

- Software quality is a field of study and practice that describes the desirable attributes of software products.





QUALITY IN BUSINESS

- *Quality* has a pragmatic interpretation as the non-inferiority or superiority of something.



NEED FOR QUALITY

- Competition – Today’s market demand quality products at low cost. Having ‘quality’ reputation is not enough! Internal cost of maintaining the reputation should be less.
- Changing customer – The new customer is not only commanding priority based on volume but is more demanding about the “quality system.”
- Changing product mix – The shift from low volume, high price to high volume, low price have resulted in a need to reduce the internal cost of poor quality.
- Product complexity – As systems have become more complex, the reliability requirements for suppliers of components have become more stringent.



- Higher levels of customer satisfaction – Higher customers expectations are getting spawned by increasing competition.
- The quality of your work defines you- Whoever you are, whatever you do, I can find the same products and services cheaper somewhere else. But your quality is your signature.



ASSESSMENT 1

1. What is quality?
2. What is need of quality?



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.