



# EVOLUTION OF QUALITY AND TQM FRAMEWORK

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Course : Total Quality Management

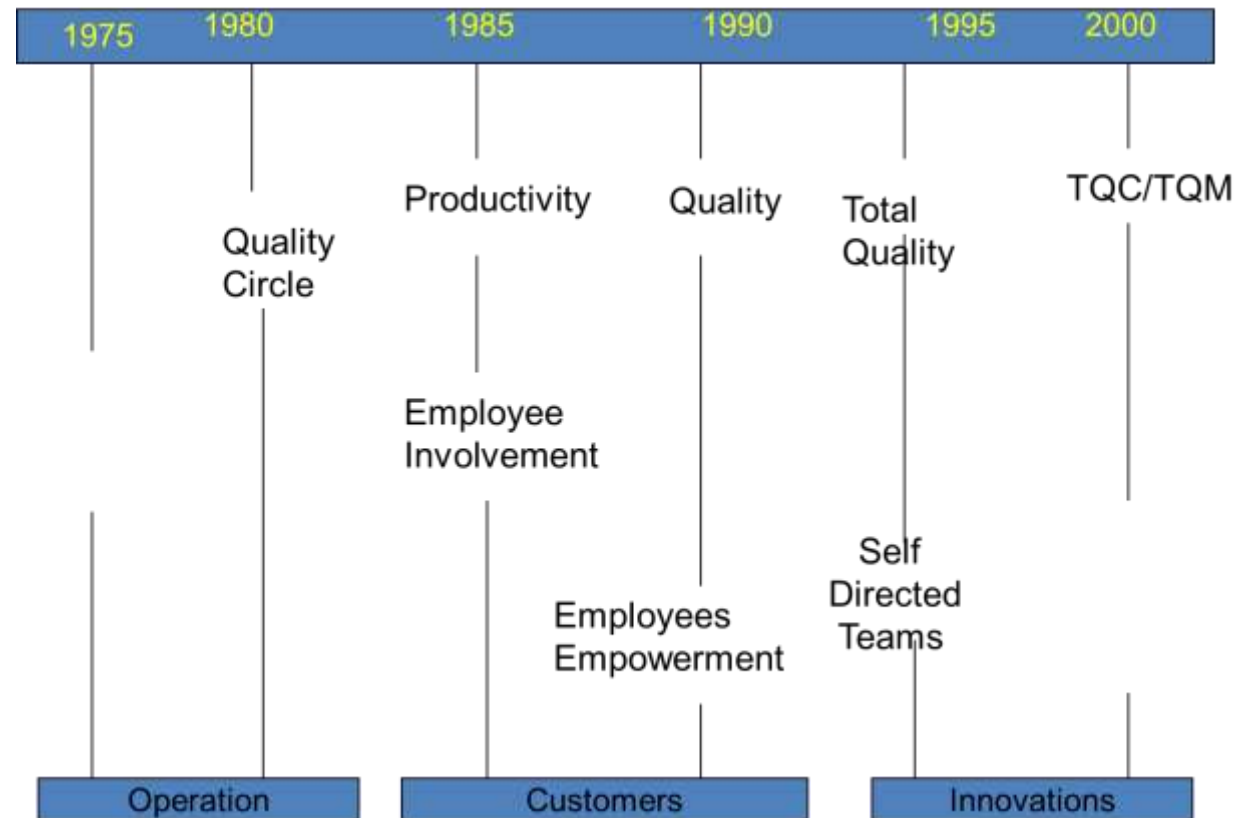
**19ME514**  
**Unit -1 Introduction**  
**III Year /V Semester**  
**Mechanical Engineering**

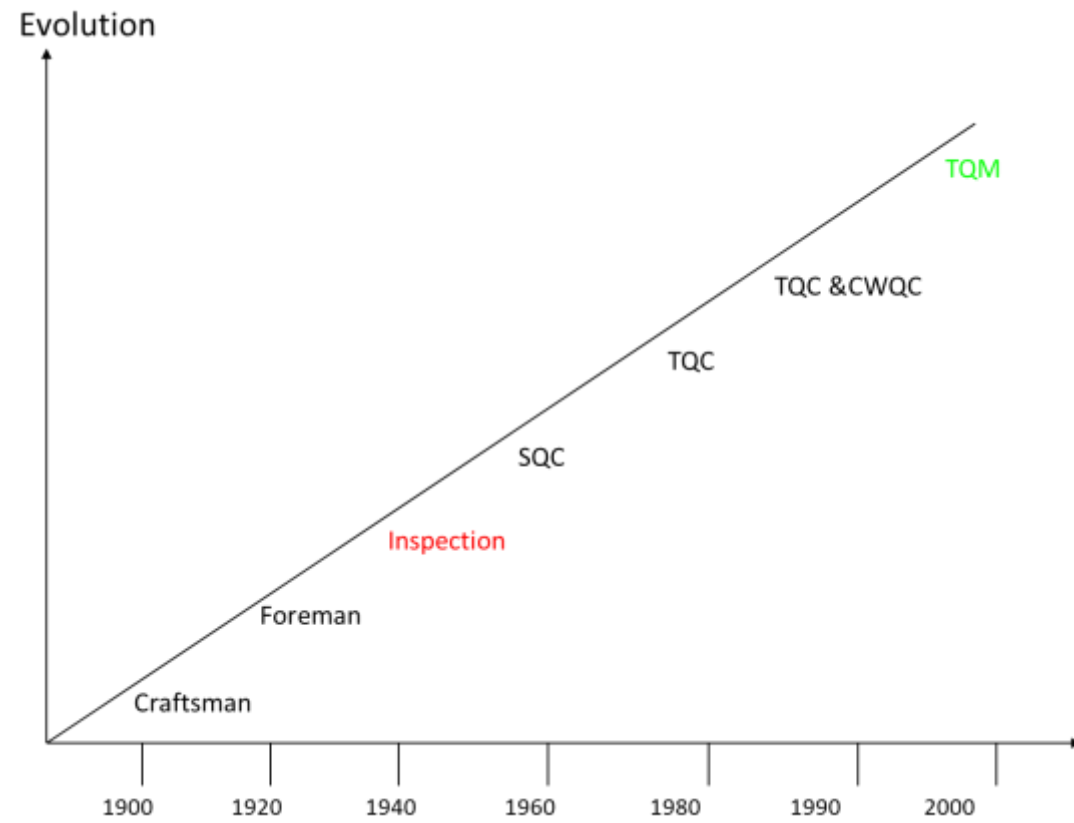
# TOPIC OF THE DAY





# EVOLUTION OF QUALITY







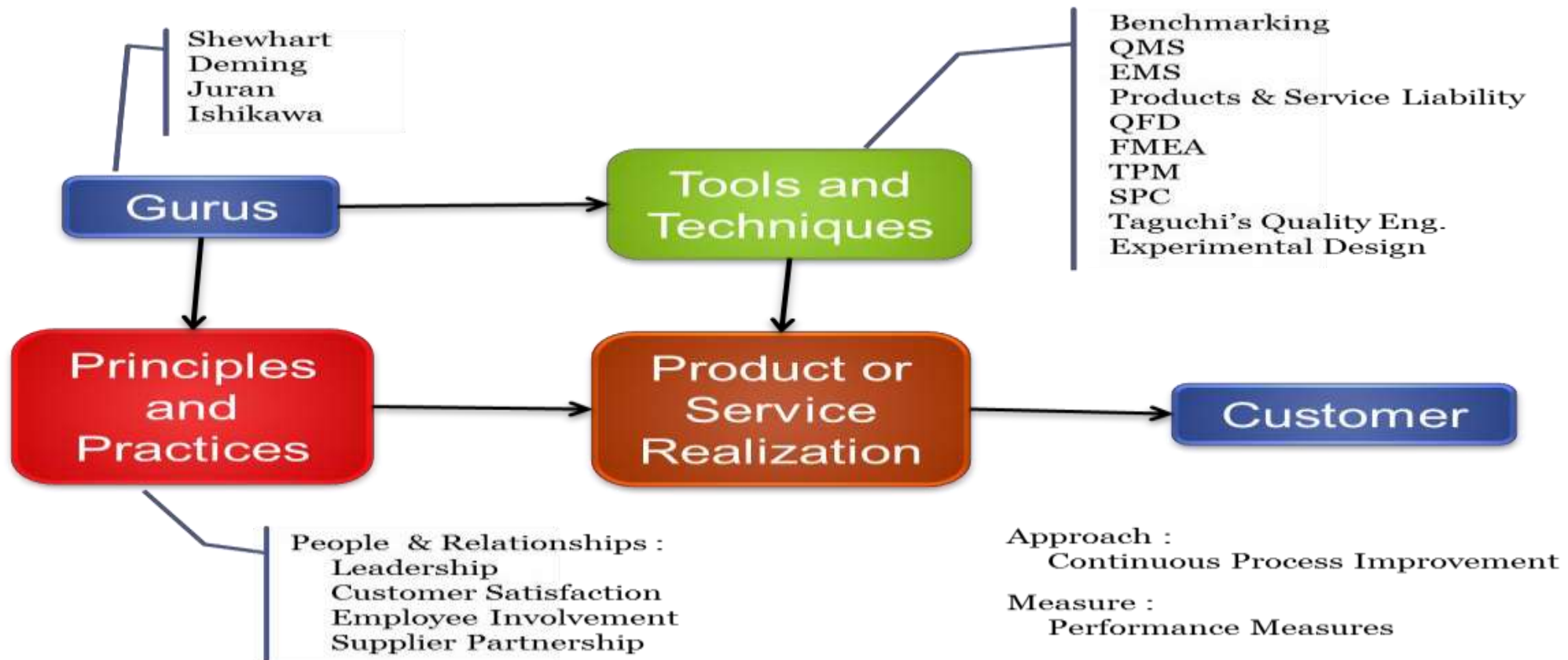
# TOTAL QUALITY MANAGEMENT

- 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.

