

EVOLUTION OF QUALITY AND TQM FRAMEWORK

Course : Total Quality Management

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





TOPIC OF THE DAY



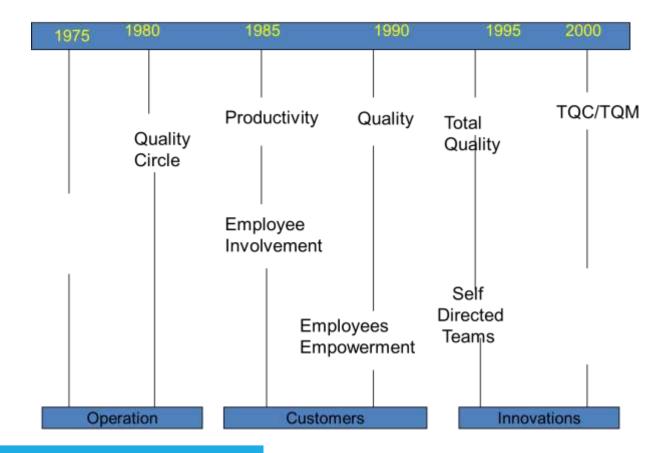






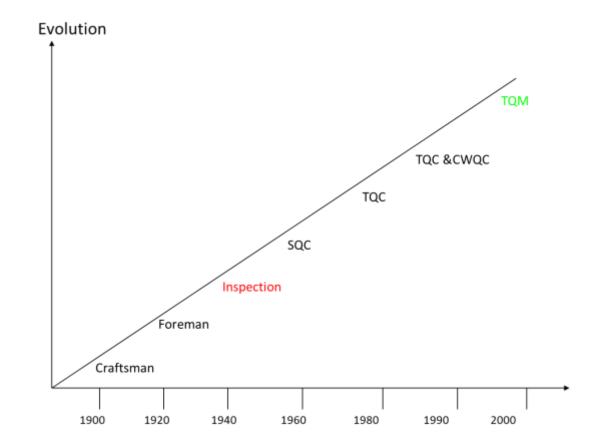


EVOLUTION OF QUALITY















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.



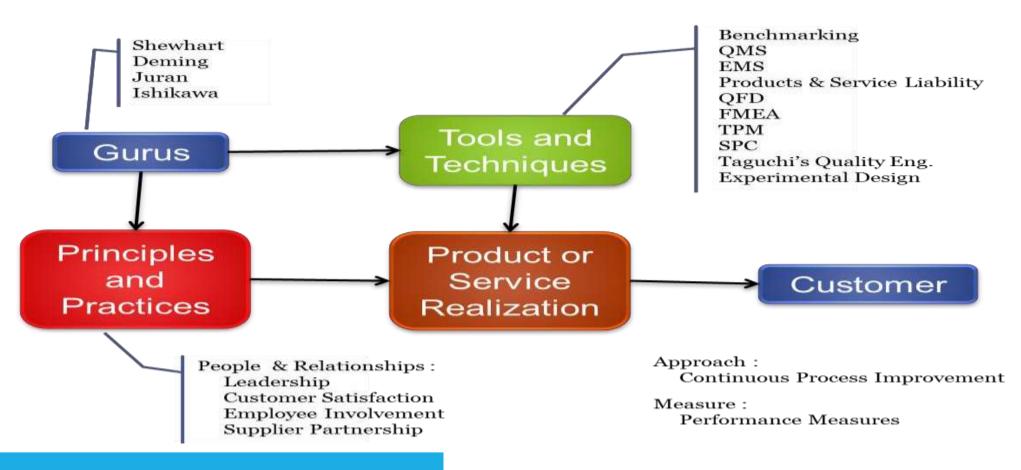


CULTURE OF TQM

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.





