



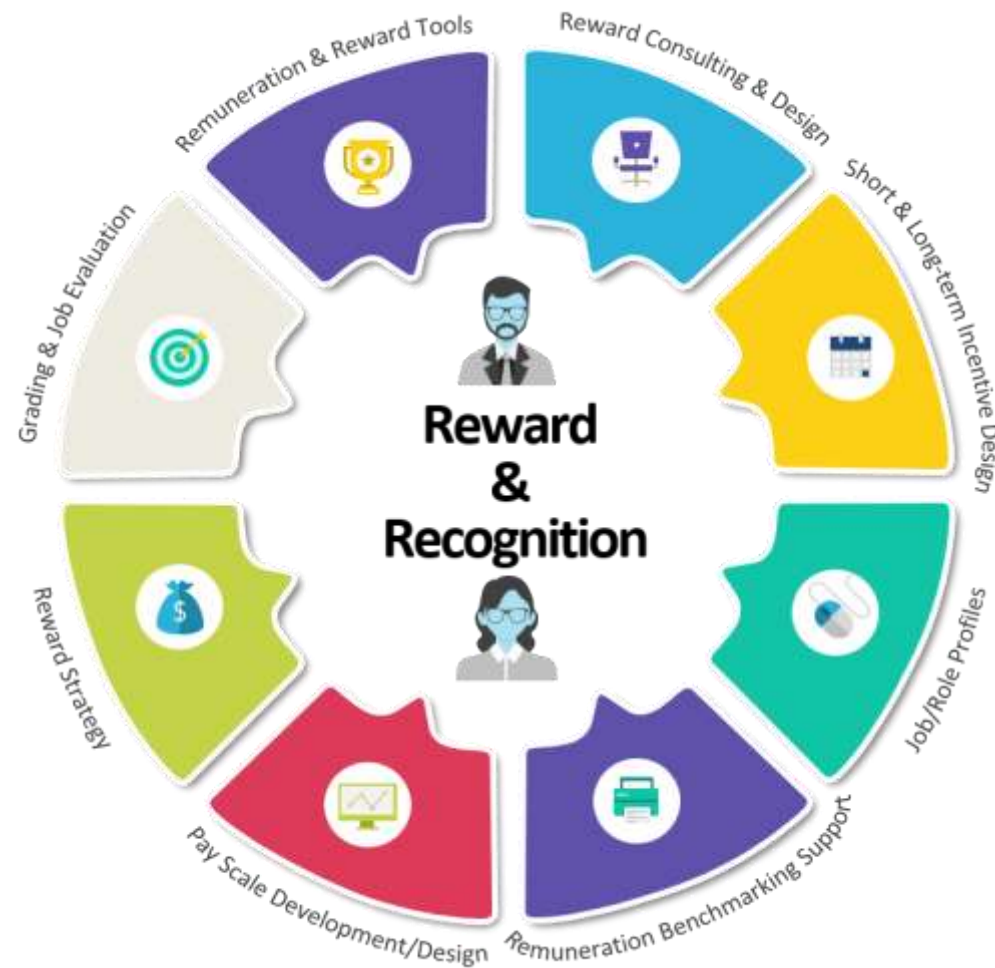
# QUALITY CIRCLES RECOGNITION AND REWARD

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Course : Total Quality Management

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

# TOPIC OF THE DAY





# RECOGNITION AND REWARD

## RECOGNITION

Recognition is a process whereby management shows acknowledgement of an employee's outstanding performance. Recognition is a form of employee positive motivation.

Recognition of employees is highly essential as people find themselves in a accepted and winning role. To sustain employee's interest and to propel them towards continuous improvement, it is essential to recognize the people. This acknowledgement may be of financial, psychological or both in nature.

## REWARD

Reward is a tangible one, such as increased salaries, commissions, cash bonus, gain sharing, etc., to promote desirable behavior.



# METHODS TO RECOGNIZE PEOPLE

- Develop a behind the scenes awards specifically for those whose actions are not usually in the lime light, make sure such awards are in the lime light.
- Create best ideas of the year booklet and include everyone's picture name and description of their best ideas.
- Feature the quality team of the month and put their picture in a prominent place.
- Honor peers who have helped you by recognizing them at your staff meetings.
- Let people attend meetings, committees etc; in your place when you are not available.
- Involve teams with external customers and suppliers, sending them on appropriate visits to solve problems and look for opportunities.



# CONTI...

- Invite a team for coffee or lunch at any time, not necessarily when you need them for something.
- Create a visibility wall to display information, posters, and pictures, thanking individual employees and their teams, and describing their contributions.
- When you are discussing an individual or group ideas with other people, peers, or higher management make sure that you give them credit.

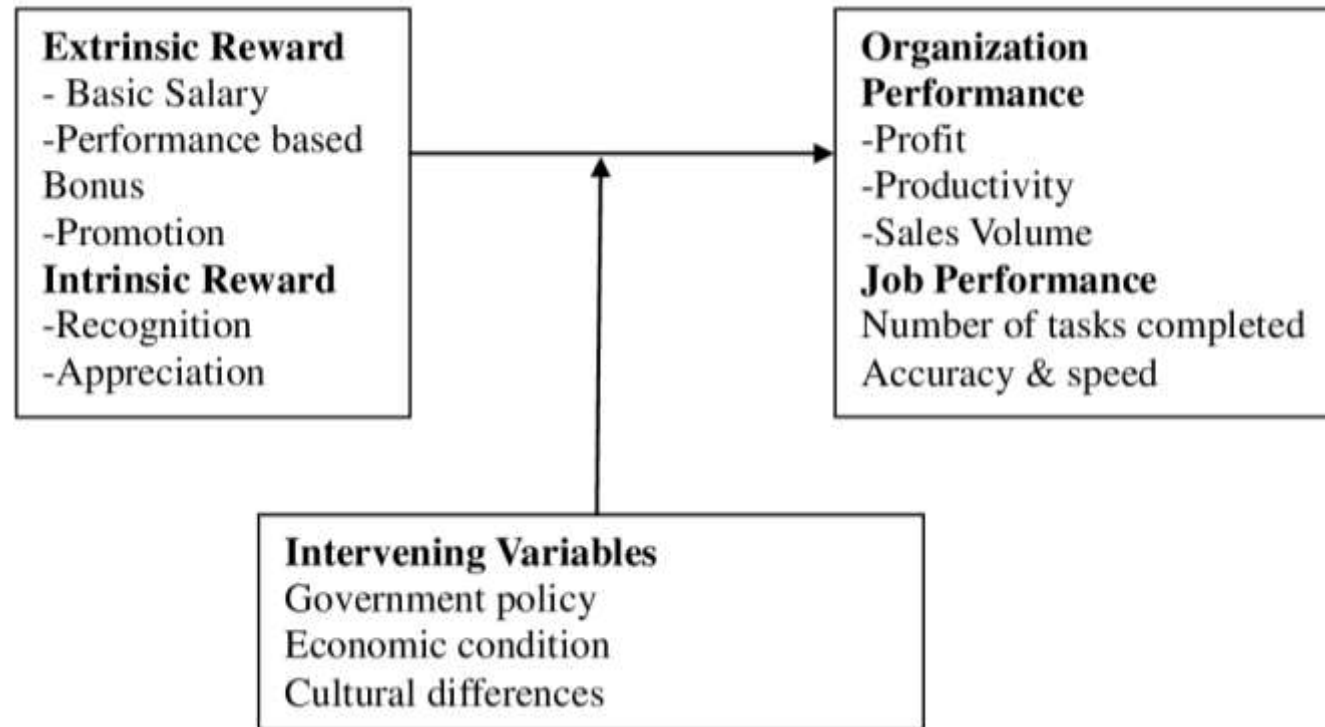


# NEED FOR RECOGNIZATION

1. Improve employee's morale
2. Show the company's appreciation for better performance
3. Create satisfied workplace
4. Create highly motivated workplace.
5. Reinforce behavioral patterns.
6. Stimulate creative efforts.



# TYPES OF REWARDS





# EFFECTS OF RECOGNITION AND REWARD SYSTEM

- Recognition and reward go together for letting people know that they are valuable members for the organization.
- Employee involvement can be achieved by recognition and reward system.
- Recognition and reward system reveals that the organization considers
- quality and productivity as important.
- It provides the organization an opportunity to thank high achievers.
- It provides employees a specific goal to achieve.
- It motivates employees to improve the process.
- It increases the morale of the workers.





# 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.

