



SNS COLLEGE OF TECHNOLOGY

FOOD SAFETY AND QUALITY REGULATION

UNIT 3: QUALITY CONTROL

TOTAL QUALITY MANAGEMENT

How Does Total Quality Management (TQM) Work?

The ever-evolving and competitive global market make it difficult for a business to dominate the market. Also, the availability of the same types of products from different brands provides customers with multiple options. Therefore, consumers rely on some parameters, including cost, brand popularity, after-service, etc., to decide which product they should buy. Of these, quality always remains the deciding factor.

A quality product, in short, equals customer acquisition and retention. Since every organization adopts a customer-focused approach, quality assurance becomes essential in delivering the best product or service.

Total Quality Management Planning Process **Customer Satisfaction** Improved Products/Services Quality Check **Production Process** Organization Performance **Process Management** Analysis **Total Employee** Participation Management & Analytical Methods (Workforce + WallStreetMojo Management)

TQM enables organizations to align their workforce with the manufacturing processes to find and eliminate errors to improve the overall quality of their outputs. In doing so, the top management, middle management, and executives assess the end products from every aspect and devise quality production plans accordingly. To prevent or eliminate errors caused by human mistake or faulty system, they take various measures, such as:

- Detect the issue and prevent it from occurring.
- Pass it on to the value-added chain for further quality inspection.
- Stop the production if the errors recur at any stage.
- Deploy the technological support.

Key Elements of Total Quality Management



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