



SNS COLLEGE OF TECHNOLOGY

(An Autonomous Institution)

COIMBATORE-35.



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Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai.

DEPARTMENT OF AUTOMOBILE ENGINEERING

COURSE NAME : 19AUZ405 – LEAN MANUFACTURING

IV YEAR / VII SEMESTER

Topic – TQM Principles



Lean Manufacturing

Concepts, Tools and Quality Management



WHAT IS TOTAL QUALITY MANAGEMENT ?

TQM is an approach to improving the effectiveness and flexibilities of business as a whole. It is essentially a way of organizing and involving the whole organization, every department, every activity and every single person at every level. TQM ensures that the management adopts a strategic overview of the quality and focuses on prevention rather than inspection.



OBJECTIVES OF TQM

- Meeting the customers requirements is the primary objective and the key to organizational survival and growth.
- The second objective of TQM is continuous improvement of quality. The management should stimulate the employees in becoming increasingly competent and creative
- Third, TQM aims at developing the relationship of openness and trust among the employees at all levels in the organisation.



SIGNIFICANCE OF TQM

- The importance of TQM lies in the fact that it encourages innovation, makes the organization adaptable to change, motivates people for better quality, and integrates the business arising out of a common purpose and all these provide the organization with a valuable and distinctive competitive edge.





ELEMENTS OF TQM

- **Be customer focused**

It requires the company to check customers attitudes regularly and includes the idea of internal customers as well as external ones.

- **Do it right the first time**

This means avoiding rework, i.e., cutting the amount of defective work.

- **Constantly improve**

Continuous improvement allows the company gradually to get better.



- **Quality is an attitude**

Every one has to be committed to quality. That means changing the attitude of the entire workforce, and altering the way the company operates.

- **Telling staff what is going on**

This involves improved communication. Typically, it includes team briefing.

- **Educate and train people**

An unskilled workforce makes mistakes. Giving more skills to workers means they can do a wider range of jobs, and do them better. It also means educating staff in the principles of TQM, which is a whole new style of working



REASONS FOR FAILURE

TQM fails because

- Top management sees no reason for change.
- Top management is not concerned for its staff.
- The workforce and the management do not agree on what needs to happen.
- Urgent problems intervene.
- TQM is imposed on the workforce, which does not inwardly accept it.
- No performance measure or targets are set, so progress cannot be measured.
- Processes are not analyzed, systems are weak and procedures are not written down.



Goals of Lean Manufacturing



All Goals Are Met.

Trade Offs Not Made!

SYSTEMS Quality Consulting

“ The most dangerous kind of waste is the waste we do not recognize.” ~ Shigeo Shingo



Thank You !