Quality

Quality is “fitness for use”

(Joseph Juran)

Quality is “conformance to requirements”

(Philip B. Crosby)

Quality of a product or services is its ability to satisfy the needs and expectations of the customer

Quality is a Journey, not a Destination
TQM

- Total Quality Management is a management approach that originated in the 1950's and has steadily become more popular since the early 1980's.

- TQM is the preferred method to increase the user satisfaction. It reduces the defects of organization and increases the productivity.
Elements of TQM

- Organizational structure
- Responsibilities
- Procedures
- Recourses
LEARNING AND TQM

Learning

Process Improvement

Quality Improvement

Customer Satisfaction
Shareholder Satisfaction
Employee Satisfaction
BASIC PRINCIPLES OF TQM

1. Management Commitment
2. Employee Empowerment
   - Training
   - Suggestion scheme
   - Measurement and recognition
   - Excellence teams
3. Fact Based Decision Making
   - SPC (statistical process control)
   - TOPS (Team Oriented Problem Solving)
4. Continuous Improvement
   - Systematic measurement
   - Cross-functional process management
   - Maintain and improve standards
5. Customer Focus
   - Supplier partnership
   - Service relationship with internal customers
   - Never compromise quality
Process of TQM