TOTAL QUALITY MANAGEMENT

What is Total Quality Management *TQM*?

TQM can be defined as a management technique for improving processes, products, services and the other approaches associated with the product. It focusses on the entire business and NOT just on a particular project or process.
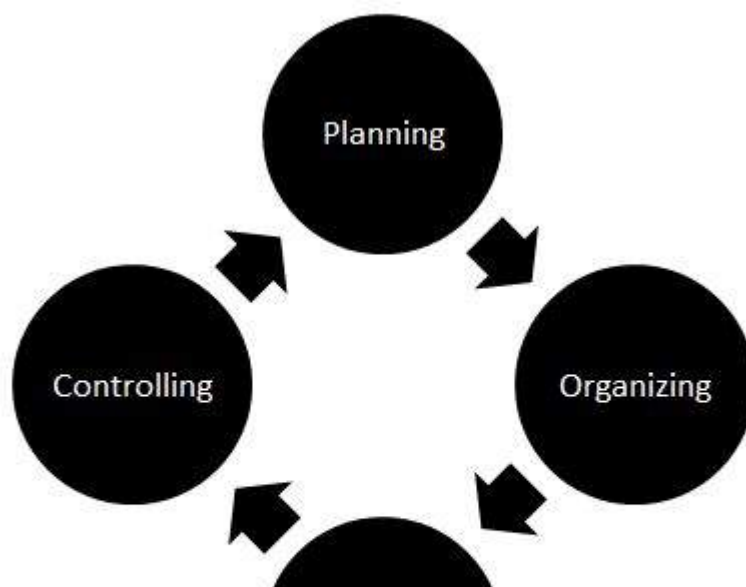
Elements of TQM:

- Root Cause Analysis

- Customer-focused

- Active Employee Participation

- Process-oriented

- Internal and External self Assessment

- Continuous improvement

- Making Well Informed Decisions

- Effective Communication

Quality Control Tools:

- Cause - Effect Diagram

- Checklists

- Histogram

- Graphs

- Pareto Charts

- Tree Diagram

- Arrow Diagram

Process Improvement Cycle:

Directing