

TOTAL QUALITY MANAGEMENT SYSTEM

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WHAT IS TOTAL QUALITY MANAGEMENT?

TOTAL

-Made up of the whole

QUALITY

-Degree of excellence a product or
service provides

MANAGEMENT

-Act, Manner of handling (or) Art

WHAT DOES TQM MEAN?

A philosophy that involves everyone in an organization in a continual effort to improve quality and achieve customer satisfaction.

WHAT'S THE GOAL OF TQM?



**“Do the right things
right the first time,
every time.”**

TOTAL QUALITY MANAGEMENT..

Total Quality Management (or TQM) is a supervision concept coined by W. Edwards Deming

“ Total quality management is an approach that seeks to improve quality and performance which will meet or exceed customer expectations.”



TOTAL QUALITY MANAGEMENT PROGRAM

1. Top management commitment and involvement.
2. Customer involvement & designing products for quality.
3. Designing and controlling production processes.
4. Developing supplier partnerships.
5. Customer service, distribution, installation.
6. Building teams of empowered employees.
7. Benchmarking and continuous improvement.

DEMING WHEEL FOR CONTINUOUS IMPROVEMENT



TQM is the integration of all functions and processes within an organization in order to achieve continuous improvement of the quality of goods and services. The goal is customer satisfaction.



OBJECTIVES OF TQM..

- ∞ Process improvement
- ∞ Defect prevention
- ∞ Measuring system capacity
- ∞ Developing improvement checklist
- ∞ Helping teams make better decisions
- ∞ Developing operational definitions
- ∞ Observing behavior changes over a period of time

QUALITY MANAGEMENT

- ∞ Sum of all activities performed in an organization to produce and maintain a product with desired quality level against minimum cost.
- ∞ Quality management functions:



PRINCIPLES OF TQM...



PRIMARY ELEMENTS OF TQM

TQM can be summarized as a management system for a customer-focused organization that involves all employees in continual improvement. It uses strategy, data, and effective communications to integrate the quality discipline into the culture and activities of the organization. Many of these concepts are present in modern quality management systems, the successor to TQM.

Here are the 8 principles of total quality management:

1. Customer-focused: The customer ultimately determines the level of quality. No matter what an organization does to foster quality improvement—training employees, integrating quality into the design process, or upgrading computers or software—the customer determines whether the efforts were worthwhile.

2. Total employee involvement: All employees participate in working toward common goals. Total employee commitment can only be obtained after fear has been driven from the workplace, when empowerment has occurred, and when management has provided the proper environment. High-performance work systems integrate continuous improvement efforts with normal business operations. Self-managed work teams are one form of empowerment.

3.Process-centered: A fundamental part of TQM is a focus on process thinking. A process is a series of steps that take inputs from suppliers (internal or external) and transforms them into outputs that are delivered to customers (internal or external). The steps required to carry out the process are defined, and performance measures are continuously monitored in order to detect unexpected variation.

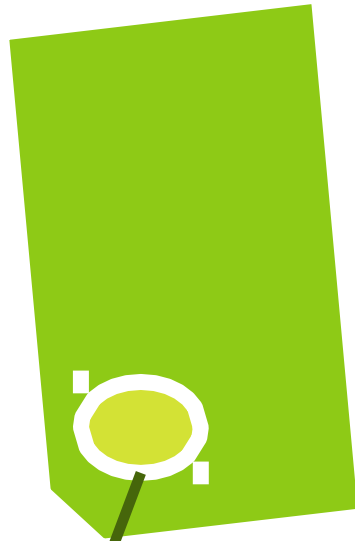
4.Integrated system: Although an organization may consist of many different functional specialties often organized into vertically structured departments, it is the horizontal processes interconnecting these functions that are the focus of TQM.

5.Stratergic and systematic approach: A critical part of the management of quality is the strategic and systematic approach to achieving an organization's vision, mission, and goals. This process, called strategic planning or strategic management, includes the formulation of a strategic plan that integrates quality as a core component.

6.Continual improvement: A large aspect of TQM is continual process improvement. Continual improvement drives an organization to be both analytical and creative in finding ways to become more competitive and more effective at meeting stakeholder expectations.

7. Fact-based decision making: In order to know how well an organization is performing, data on performance measures are necessary. TQM requires that an organization continually collect and analyze data in order to improve decision making accuracy, achieve consensus, and allow prediction based on past history.

8. Communications: During times of organizational change, as well as part of day-to-day operation, effective communications plays a large part in maintaining morale and in motivating employees at all levels. Communications involve strategies, method, and timeliness.



Thank You

