

Explain Total Quality Management in detail with Advantages ,Disadvantages,Principles and Requisites of TQM .

□ Introduction

- Total quality management (TQM) is one of the most popular and durable modern management concepts. TQM is passed through number of phases since 1920's as following:
 - ❖ Quality control (QC) (In Japan around 1920)
 - ❖ Quality assurance (QA)
 - ❖ Total Quality Control (TQC) or Quality Control System
 - ❖ Total Quality Management (TQM) (In US around 1980)

□ Definition

- “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.”
- TQM is Proactive step to control the quality, rather than maintenance as Reactive step.
- Implementation of TQM in any organization is the responsibility of mainly Top level Management, but all departments of an organizations should be integrated for the best output from TQM.

Advantages

- Helps to face competition
- Reduction in Customer complaints
- Highly Motivated Personnel
- Expansion and Diversification

Disadvantages

- Conservative Attitude of Indian Management
- Master and Servant Relationship
- Attitudes of Indian Society

Principles of TQM

- Customer
- Managerial Leadership
- Quality Planning
- Quality Control
- Management Commitment

Requisites of TQM

- Efficient use of technology
- Team work than individualism
- Keeping quality at center point
- Self management
- Continuous assessment of all activities
- More emphasis on process than that of product.
- Satisfy customers

□ Conclusion

- TQM is a most trending Quality Control Concept among all over the world. It can be applied to any type of organizations regardless of their products, number of workers, etc.
- TQM should be applied in Integrating manner, that its should cover all department from the organizations.
- TQM have most significant effect over both Product Quality and Product Innovations

THANK YOU