

Total Quality Management



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Introduction

TQM

Total – Made up of the whole(or) Complete.

Quality – Degree of Excellence a product or service provides to the customer in present and future.

Management – Act , art, or manner of handling , controlling, directing, etc.

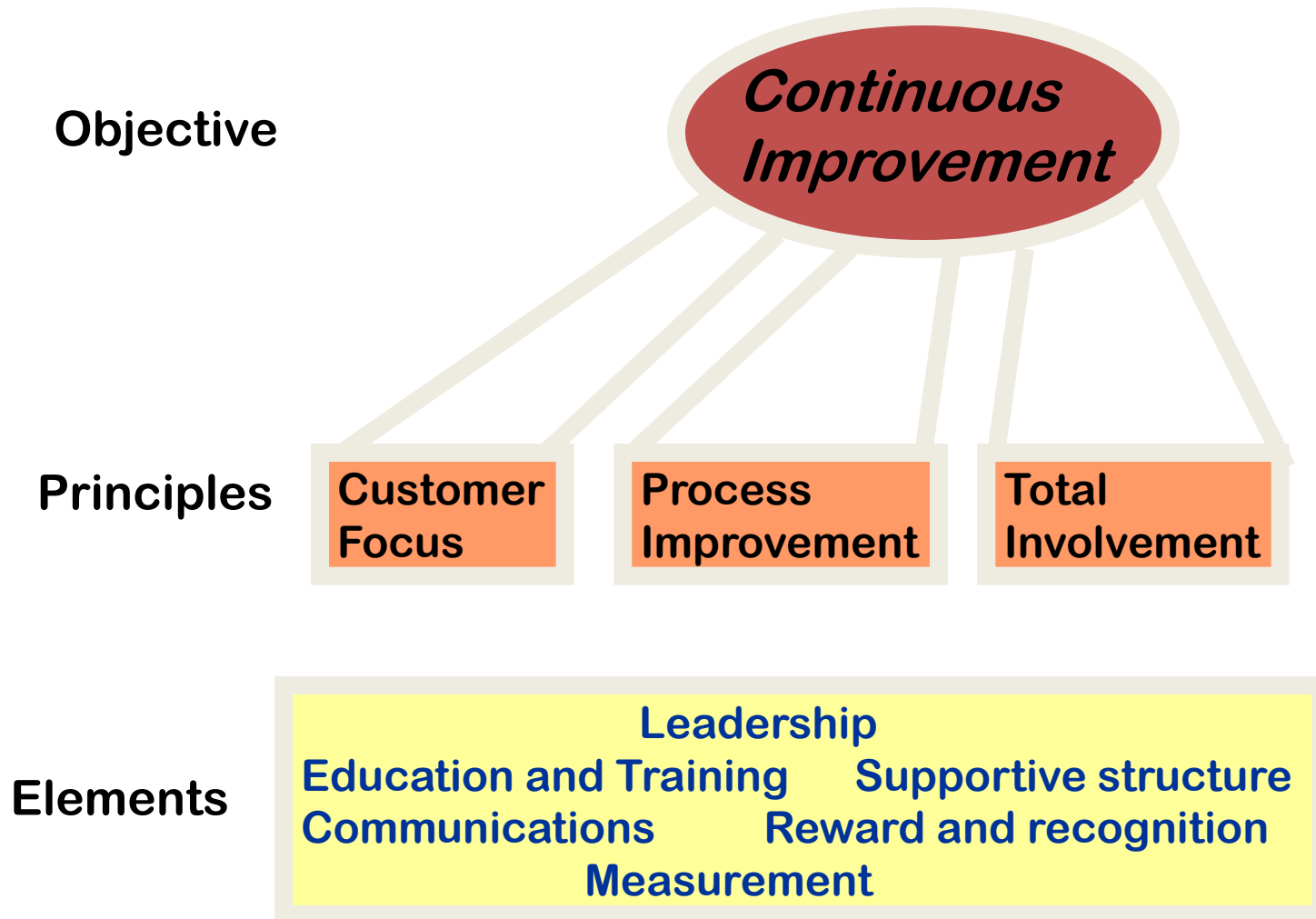
TQM is the art of managing the whole to achieve excellence.

"TQM is a management approach for an organization, centered on quality, based on the participation of all its members and aiming at long-term success through customer satisfaction, and benefits to all members of the organization and to society."

Definition

Total Quality Management (TQM) is a management strategy aimed at embedding awareness of quality in all organizational processes.

THE TQM SYSTEM

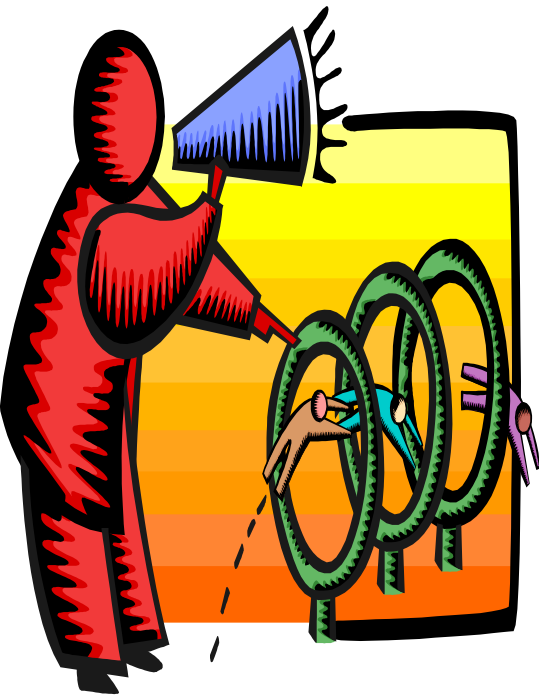


Basic Approach:

- ❖ A committed and involved management to provide long-term top - to - bottom organizational support.

- ❖ An unwavering focus on the customer, both internally and externally.

- ❖ Effective involvement and utilization of the entire work force.



BASIC APPROACH

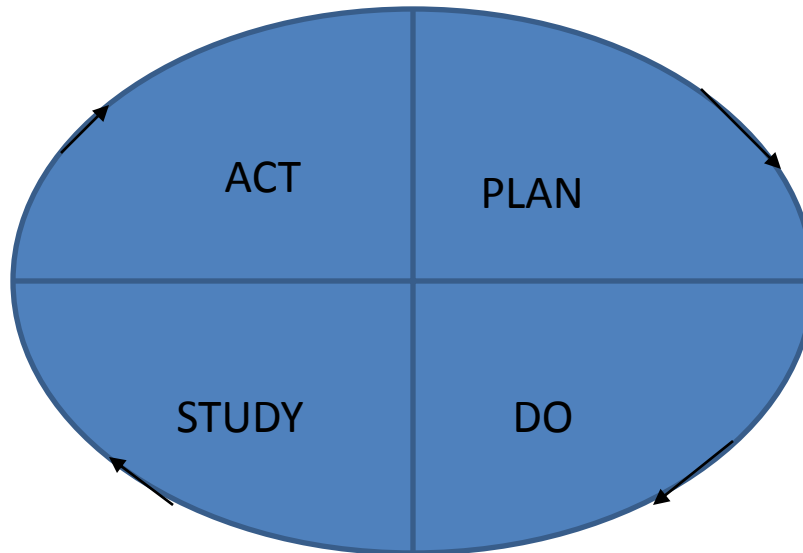
- ❖ Continuous improvement of the business and production process.
- ❖ Treating supplier as partners.
- ❖ Establish performance measures for the processes.

CONTINUOUS PROCESS IMPROVEMENT

- ❖ **Achieve Perfection**
- ❖ **Work as Process to make it Effective, Efficient, and Adaptable**
- ❖ **Changing Customer Needs**
- ❖ **Control in process-Reduce Scrap, Time, Idle of Resources**
- ❖ **Eliminate Non Conformance in All Phases**
- ❖ **Bench Marking**
- ❖ **Innovation**
- ❖ **Statistical Tools, QFD, FMEA. Taguchi Loss Function**



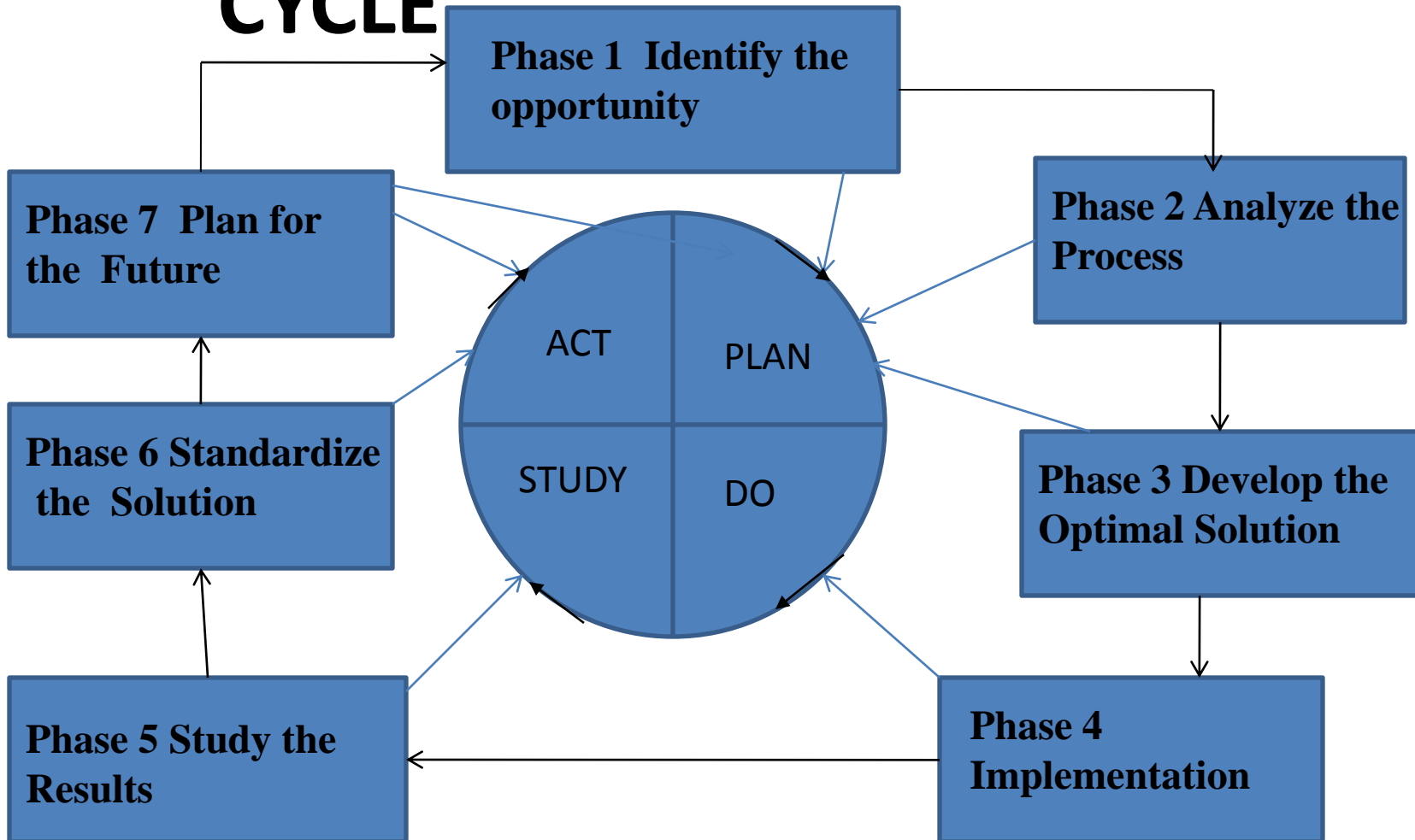
SHEWHART'S PDCA CYCLE IN 1930



- ❖ PLAN
- ❖ DO
- ❖ STUDY
- ❖ ACT

CONTINUOUS PROCESS IMPROVEMENT

CYCLE





JURAN'S TRILOGY

Juran's Trilogy is possibly the most simple, complete, and pure representation of managing for Quality



BENEFITS:

- ❖ Improved Quality
- ❖ Employee Participation
- ❖ Team Work
- ❖ Internal & External Customer Satisfaction
- ❖ Productivity ,Communication
- ❖ Profitability & Market Share

OBSTACLES:

- ❖ Changing Organization Culture
- ❖ Improper planning
- ❖ Internal & External Customers-Dissatisfaction
- ❖ Continuous Improvement

REAL LIFE IMPLEMENTATION

❖ TQM has been implemented in TVS Group.

❖ Boeing Aircraft

❖ Reliance

❖ Tata

❖ L & T

❖ HMT

❖ M& M

CONCLUSION

Total Quality Management is a collection of methods and practices an organization uses in an attempt to achieve total quality. TQM is optimally implemented in an organization which members are committed to a life-long learning process of improving continuously.

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THANK YOU