



TOTAL QUALITY MANAGEMENT (TQM)

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ABSTRACT :

I want to present my paper on the topic "Total Quality Management" in the 1st International Congress on Science and Technology for Society at Bangkok, Thailand. Total Quality Management is necessary to improving the quality. To select this topic for discussion which is strategic approach of providing the best to customers through continuous innovation and improvement in all products, services and process with the involvement of everybody. Workers in TQM system are expected to make suggestions for improving all aspects of the work process and are expected to share their specialized knowledge with management so that it can be communicated through out the organization. This research paper is highlighting a picture origin of TQM, principles of TQM, factors of success of TQM, acknowledgement of TQM, Result of TQM, limitation of TQM & conclusion.

Keywords

Innovation, Improvement, Vision, Team Work, Learning Organization

INTRODUCTION :

Total Quality Management is a new and popular management concept based on principles of labour-management co-operation to improve quality of products and services. Quality is an important aspect of "World Class Manufacturing".

MATERIAL AND METHOD :

This is the descriptive research paper base on secondary data. The literatures are collected from various journals, books, magazines, periodicals, various reports, publications of recent research papers available in different websites.





RESULT AND DISCUSSION :

1) Increased customer satisfaction and therefore, additional sales.

CONCLUSION :

As Total Quality Management concentrates on production of quality goods and the delivery of excellent customer service, it is more successful when it is extended to employee efforts in all departments. In India several companies have adopted TQM. Sundaram-Clayton has won the Deming prize for total quality.

Acknowledgement

Quality is a journey not a destination. It must be translated into a culture. Surveys conducted in US and Japan indicated that 95% of manufacturing companies and 70% of services companies have used there quality improvement programmers successfully.

REFERENCE :

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