

## **B2-TOTAL QUALITY MANAGEMENT**

Quality principles and tools can improve both manufacturing and general business processes; the goal is to exceed customer expectations to achieve business strategy. Total Quality Management is a structured system for satisfying internal and external customers and suppliers by integrating the business environment, continuous improvement, and breakthroughs with development, improvement, and maintenance cycles while changing organizational culture. Total Quality Management is a management approach that originated in the 1950's and has steadily become more popular since the early 1980's. Total Quality is a description of the culture, attitude and organization of a company that strives to provide customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's operations, with processes being done right the first time and defects and waste eradicated from operations. One of the keys to implementing TQM can be found in this definition. It is the idea that TQM is a structured system. In describing TQM as a structured system, means that it is a strategy derived from internal and external customer and supplier wants and needs that have been determined through Daily Management and Cross-Functional Management. Pinpointing internal and external requirements allows us to continuously improve, develop, and maintain quality, cost, delivery, and morale. TQM is a system that integrates all of this activity and information. When all of its elements are implemented properly, TQM is like a well-built house. It's solid, strong, and cohesive. If TQM is not planned for and implemented correctly, it will be structurally weak and will probably fail. The challenge in engineering today is not just how to design and build, but what to design and build. Resource constraints mean you can't do everything at once. So how do you determine what gets done first? The TQM tools taught in this course will show you how . After the completion of the course students shall develop the following skills and competencies: • Managing projects, people, and resources in a global setting. • Enhancing leadership and communications skills and understanding markets, product realization.