

Operations Management C215 Study Guide

Competency 1: Quality Management Methods (16%)

Chapter 5: Total Quality Management

- **Total Quality management (TQM) Philosophy**
 - TQM focuses on identifying quality problem root causes
 - Encompasses the entire organization
 - Involves the technical as well as people
 - Relies on seven basic concepts of
 - Customer focus
 - Continuous improvement
 - Employee empowerment
 - Use of quality tools
 - Product design
 - Process Management
 - Managing supplier quantity
- **Quality Gurus and their contributions to TQM**
 - **Walter A. Shewhart:** Contributed to understanding of process variability. Developed concept of statistical control charts.
 - **W. Edwards Deming:** Stressed management's responsibility for quality. Developed "14 Points" to guide companies into quality improvement
 - **Joseph M. Juran:** Defined quality as "fitness for use" and developed concept of cost of quality.
 - **Armand V. Feigenbaum:** Introduced concept of total quality control.
 - **Phillip B. Crosby:** Coined phrase "quality is free" and introduced concept of zero defects.
 - **Kaoru Ishikawa:** Developed cause and effect diagrams. Identified concept of "internal customer."
 - **Genichi Taguchi:** Focused on product design quality. Developed Taguchi loss function.
- **Definitions of Quality**
 - **Conformance to Specifications:** How well a product or service meets the targets and tolerances set by designers
 - **Fitness for Use:** How well the product performs its intended purpose or use.
 - **Value for Price Paid:** Quality defined in terms of consumer's perception of usefulness of service or product related to prices paid.
 - **Support Services:** Quality defined in terms of the support provided after the product or service is purchased
 - **Psychological Criteria:** Way of dealing quality, focuses on the judgmental evaluation of what constitutes product or service excellence
- **Four Costs of Quality**
 - **Prevention and Appraisal:** Costs that are incurred to prevent poor quality
 - **Internal and External Failure:** Costs that the company hopes to prevent

Operations Management Study Guide Questions

Gangadhar Joshi



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Operations Management Andrew Greasley,2007-12-12 The SAGE Course Companion on Operations Management is an

accessible introduction to the subject that will help readers to extend their understanding of key concepts and enhance their thinking skills in line with course requirements It provides support on how to revise for exams and prepare for and write assessed pieces Readers are encouraged not only to think like an operations manager but also to think about the subject critically

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