



Total Quality Management (TQM)	a management approach that emphasizes the entire organization improving all dimensions of the products and services that are important to the customer includes: - quality leadership - customer focus - total involvement of workforce - continuous improvement
Goals of TQM	1. Careful design of the product or service 2. Ensuring that the organization's systems can consistently produce the design
Foundation of TQM	the determination of quality specifications and the costs of achieving those specifications
specifications	define the target value of something and the acceptable limits about the target
Design Quality	inherent value of the product in the marketplace
Dimensions of Design Quality	1. Performance - primary product or service characteristics 2. Features - added touches, bells, whistles, secondary characteristics 3. Reliability/Durability - consistency of performance over time 4. Serviceability - ease of repair 5. Aesthetics - sensory characteristics 6. Perceived Quality - past performance and reputation 
conformance quality	degree to which the product or service design specifications are met do right things wrong (failure)- high design quality, low conformance quality do the right things right (winner)- high design quality, low conformance quality do the wrongs thing wrong (failure)- low design quality, low conformance quality do wrong things right (failure)- low design quality, high conformance quality
Cost of Quality (COQ)	Expenditures related to achieving product or service quality - estimated at 15%-20% of every sales dollar

Opm Study Guide

Mary K. Hiatt



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as trainability This report contrasts employee perceptions of the trainability of job relevant abilities with research findings about the actual trainability of these abilities The goal is to help agencies use training resources to enhance individual and organizational performance by highlighting abilities for which training may be less beneficial than other organizational improvement strategies Charts and tables

People and Politics Studyguide (2003) Mary K. Hiatt,2003 **The Alternative Work Schedules Experiment** United States. General Accounting Office,1980 2010 Census Mathew J. Scire,2007-09 **Civil Service Evaluation** United States. Merit Systems Protection Board,1998 Cruising World,2001-01

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