



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

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