



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, high 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

Kathleen Armour



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In a global driven by information and connectivity, the energy of words has become more evident than ever. They have the ability to inspire, provoke, and ignite change. Such may be the essence of the book **Opm Study Guide**, a literary masterpiece that delves deep to the significance of words and their affect our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall effect on readers.

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