

Define tqm

[Business](#), [Human Resources](#)



Total quality management can apparently be defined as an organizational wide effort that seek to instill employment permit changes with regards the climate the organization, the means through which it integrates with itself, the means through which it integrates with the consumer, and the means through which the overall quality of the products or services that delivers is determined. Naturally, as the name implies, rather than looking at specific aspect of the organization and seeking to make it more streamlined, total quality management is more concentric upon seeking to manage the organization as a whole and develop all of the processes and levels of integration that exist within it in such a manner that a level of synergy can be realized between all of these factors (Alfalla-Luque et al., 2012).

Obviously, as can quickly be noted, such an approach is difficult to achieve on any macro scale and ultimately breaks down into a situation in which micro processes will dictate whether or not total quality management, or some lesser achievement, will ultimately be realized. Whereas many different approaches to management had existed over the past several decades, total quality management, although still employed within a litany of different fields, has not experienced the same widespread level of success that it did during the late 1980s and early 1990s (Zatzick et al., 2012). Instead, approaches such as ISO 9000 and Six Sigma have permeated the management field and slightly turned the focus away from total quality management; at least as compared to what it was two decades ago.

References

Alfalla-Luque, R., Marín-García, J. A., & Medina-López, C. (2012). Is worker commitment necessary for achieving competitive advantage and customer

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Zatzick, C. D., Moliterno, T. P., & Fang, T. (2012). Strategic (MIS)FIT: The Implementation of TQM in Manufacturing Organizations. *Strategic Management Journal*, 33(11), 1321-1330. doi: 10. 1002/smj. 1988.