

What are tqm and iso? essay sample

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Total Quality Management (TQM) can be defined as “managing the entire organization so that it excels on all dimensions of products and services that are important to the customer.” TQM has two primary goals:

1. Careful design of the product or service.
2. Ensuring that the organization’s systems can consistently produce the design. These goals can only be achieved if the entire organization is orientated towards them (Jacobs & Chase, 2011).

International Organization for Standardization (ISO) is an independent, non-governmental, standard-setting organization composed of representatives from 183 countries. ISO is the largest developer of voluntary international standards. ISO was founded in 1747. The organization promotes worldwide proprietary, industrial, and commercial standards.

The organization’s headquarters are in Geneva, Switzerland ([www. iso. org](http://www.iso.org))

References

Jacobs F. R. & Chase R. (2011) Operations and Supply Chain Management (13th ed.) Boston, MA. McGraw-Hill Irwin.

International Organization for Standardization, Retrieved from <http://www.iso.org/iso/home/about.htm>

How might TQM and ISO be used to improve an organization?

Proper implementation of Total Quality Management (TQM) can provide an organization with the ability to improve its effectiveness, competitiveness, efficiency, and flexibility in order to best suit the needs of its customers. TQM is considered one of the lean manufacturing methods. The organization can use less man power to make a product, less cost and less waste. Employee

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involvement figures heavily in the success of TQM. If you have employees that want increased responsibility within the company, TQM provides employees with the opportunity to get involved, because they are each responsible for a key component of the overall process. It is also a great way to boost employee morale because they each feel a sense of pride in their role. ISO can improve an organization's quality management. ISO 9001-2008 has eight sections that auditors use to assess an organization's quality management system.

1. Introduction
2. Scope
3. Terms and definitions
4. Quality management system
5. Management responsibility
6. Resource management
7. Product realization
8. Measurement, analysis and improvement

The strategic tools and guidelines implemented through International Organization for Standardization (ISO) can improve an organization by tackling some of the most demanding challenges of modern business. The use of ISO can aid businesses operations to move as efficiently as possible, increase productivity and help organizations access new markets. The standards were developed to effectively document the quality system elements to be implemented in order to maintain an efficient quality system within organizations. References

http://businessknowledgesource.com/manufacturing/cat_total_quality_management.html. and <http://www.tqe.com/ISO.html>

Bottom of Form What are the benefits and challenges each?

each?

TQM works on the basis that the employee participates in the program on regular basis, and ensures that the tools and technologies are properly managed within the departments. TQM focuses on finding the best and maximum results, and how to get to them. It can be considered to be a management program based on quality. TQM does not require any kind of documentation. ISO has been created to monitor the functions and data of a specific organization, and that works on a monitoring basis to help understand the proper balance required. ISO describes the functions and the actions that you need to be able to have the minimum standard of quality systems in place. ISO can be considered as a tool to implement TQM, and also has some basic requirements like strict documentation for audit purposes. You can easily monitor your records with this kind of management program.

Reference

Difference Between TQM and ISO | Difference Between | TQM vs ISO.

<http://www.differencebetween.net/business/difference-between-tqm-and-iso/#ixzz3VzmUA5zU>

What is the role of a Quality Control department in relation to either TQM or ISO?

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