

# Total quality management essay examples

[Business](#), [Marketing](#)



## **Abstract**

The concept of total quality management is rooted in the idea of providing all the tools, training and experience required to complete quality control organization. It can also provide the necessary communication that will avoid departmental problems that might occur during as a result of delays or costly mistakes. In order to understand the concept of Total Quality Management, or TQM, we wrote this article. For the sake of brevity, we have identified a number of advantages and disadvantages in the use of TQM to manage the business to be considered.

### **Advantages: Low cost**

TQM reduces the cost for the entire business infrastructure in the organization. This is because TQM helps different agencies to inform each other about the needs, problems and desires, so as to find joint-effective solution. These solutions help organizations reduce costs throughout the supply chain, distribution, shipping, receiving, accounting and management divisions without loss of performance or the ability to act quickly in the face of change.

### **Disadvantages: resistance to change**

Employees may feel that their jobs or individual responsibilities within the company are at risk when implementing TQM, and as a result, they may be slow in the work on the new standards. In addition, you can lose a skilled labor force. The general atmosphere of discontent may have a negative impact on the spread of ideas, possible even a " mutiny on the ship." If

employees can not perform functions under the new standards, they resist and incite colleagues, this will lead to increased costs and inhibition of the process. In the courses of training managers tend to study the question of the resistance of staff

### **Improving the reputation**

TQM programs have the advantage of improving the corporate image, as well as in establishing the goodwill of products on the market, because mistakes and defective products are detected faster than in non-TQM systems. All product defects can be corrected before it reaches the market.

### **Disadvantages: high cost of time**

The high cost of implementing the program TQM, and the fact that from the moment when it will be fully implemented before the first results and benefits will be several years - a huge lack of TQM, especially in uncertain economic conditions. TQM should be seen as a long term investment. Typically, the decision to implement a particular system is adopted for strategic meetings or brainstorming sessions.

### **Sources**

- Ishikawa, Kaoru. What is Total Quality Control? The Japanese Way (1985)
- Crosby, Philip B. (1989). Let's Talk Quality: 96 Questions You Always Wanted to ask Phil Crosby (1st ed.). McGraw-Hill. p. 208. ISBN 978-0-07-014565-8.