

# Total quality management: overview

[Business](#), [Management](#)



TQM is an integrative philosophy of management for continuously improving the quality of products and processes. [1] It is used around the world. TQM functions on the premise that the quality of products and processes is the responsibility of everyone who is involved with the creation or consumption of the products or services offered by an organization. In other words, TQM capitalizes on the involvement of management, workforce, suppliers, and even customers, in order to meet or exceed customer expectations.

Considering the practices of TQM as discussed in six empirical studies, Cua, McKone, and Schroeder (2001) identified the nine common TQM practices as cross-functional product design, process management, supplier quality management, customer involvement, information and feedback, committed leadership, strategic planning, cross-functional training, and employee involvement. TQM and Six Sigma The Six Sigma management strategy originated in 1986 from Motorola's drive towards reducing defects by minimizing variation in processes. The main difference between TQM and Six Sigma (a newer concept) is the approach.

1. Further Reading Crosby, Philip B. Let's Talk Quality: 96 Questions You Always Wanted to ask Phil Crosby (1989)
2. Deming, W. Edwards. Out of the Crisis (1986)
3. Ishikawa, Kaoru. What is Total Quality Control? The Japanese Way (1985)
4. Feigenbaum, A. V. Total Quality Control (1991)
5. Juran, J. M. Juran on Leadership for Quality: An Executive Handbook (1989)

6. References ^ Ahire, S. L. 1997. ManagementScience- Total Quality Management interfaces: An integrative framework. Interfaces 27 (6) 91-105. ^ Cua, K. O. , K. E. McKone, and R. G. Schroeder. 2001.
8. Relationships between implementation of TQM, JIT, and TPM and manufacturing performance. Journal of Operations Management 19 (6) 675-694. ^ Anand, G. , P. T. Ward, and M. V. Tatikonda. 2010.
9. Role of explicit and tacit knowledge in six sigma projects: An empirical examination of differential project success. Journal of Operations Management 28 (4) 303-315. ^ " Six Sigma vs. Total Quality Management". Retrieved April 19, 2010.