

# Deming's theory regarding total quality management

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The telecommunication industry I work with is a competitive industry and the only way to survive at the top is by being the best. For being better than the rest it is utmost essential for the company to continuously improve its practices. The modern theory I have applied at my workplace is the Deming's theory regarding Total Quality Management as I believe this theory would help generate excellent results for my organization. The theory emphasizes on introducing change in the organization by incorporating new and best practices in the company.

Additionally it says that fear should be eradicated from the minds of the employees so every one in the organization can give their viewpoints. This way the working environment in the organization will be much pleasant and innovative ideas would be generated within the company. Leadership persuades people in order to attain set goals and objectives. They develop a vision for their followers and assist them in meeting the vision despite the hurdles that come in the way. (Hughes, 2006) Leaders should help people in meeting the objectives rather than act as supervisors and closely monitor their work.

This way the employees will be able to work in a manner they are comfortable in and at the same time with the guidance of the leader, attain desired results too. Training should be made compulsory at all levels in the organization as all the employees should have a chance to develop additional skills which would make them more capable, as they will have greater expertise. Additionally learning should be a continuous process in the organization. Top management and employees should coordinate with each

other and work together so the organization is able to win the race to success.

By applying Deming's Modern theory the organization undergoes a transformation which works in favor of the enhancement of the business.

#### References:

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