

# Tqm total quality as just another management

[Business](#)



TQM is considered a customer-focused process and aims for continual improvement of business operations.

It strives to ensure all associated employees work toward the common goals of improving product or service quality, as well as improving the procedures that are in place for production. To achieve the organizational excellence its relevant to follow certain defined standards such as -Customer Focus - This can be termed as a pivotal factor, things need to be done and checked from customers point of view. Getting into the shoes of the customer and thinking like one helps the organization achieve it. In a total quality setting, the customer is the driver.

This applies to both internal and external customers. Obsession with Quality -This means all personnel at all levels approach all aspects of the job from the perspective of “ How can we do this better?” When an organization is obsessed with quality, good enough is never good enough. Preparing a flawless product should be the utmost goal. Scientific Approach - While it is true that people skills, involvement, and empowerment are important in a total quality setting, they represent only a part of the equation.

Another important part of the equation is the use of the scientific approach in structuring work and in decision making and problem solving that relates to the work. Hiring the subject experts in their respective portfolios should help in achieving a greater quality of the scientific approach. Long-Term Commitment - Organizations that implement management innovations after attending short term seminars often fail in their initial attempt to adopt the total quality approach. This is because they approach total quality as just

another management innovation rather than new way of doing business that requires a whole new corporate culture. Teamwork - Team is one mind and many hands, going by the adage ' Talent wins' games, but teamwork and intelligence win championships. Success or quality is always achievable by working in teams, selecting the right team for the right job always guarantees that final product is a grand success. Internal competition tends to use energy that should be focused on improving quality, and, in turn, external competitiveness.

Continual Improvement of Systems - Change is constant, to withstand from the counterpart's companies need to constantly keep upgrading to the best and innovative technologies. Industries need to try their hand in the automation of products rather than using the traditional or manual labor. This is because automation and robotics have a greater precision than manual taskforce. Continually improve the quality of products or services should be the fundamental goal in a total quality setting. It is necessary to continually improve systems