

Chapter 1 Introduction

Basics of total quality management
systems

Total Quality Management System



- Total: made up of the whole
 - Space: every organization
 - Space: everyone in any organization
 - Time: continuous improvement
- Quality: Customer Focus
- Management: handling, controlling, directing and leading
- System: complete mechanisms (subsystems), procedures and processes

Basic Approaches

- Committed management
- Customer-focus
- Entire work force
- Continuous improvement culture
- Partners with supplier system
- Performance measurement and feedback.