

# THE TOTAL QUALITY MANAGEMENT (TQM) IMPROVEMENT SYSTEM



The Total Quality Management system (TQM) was originally developed by Dr William Deming. It focuses on ensuring that process standards lead to great customer experiences.



It involves holding all parties involved in the production process accountable for the quality of the final product or service.

## Customer Focus

Under TQM, managers are expected to understand and anticipate the customer's needs in order to consistently exceed them.

## Total Employee Involvement

Managers should aim to involve every person at all levels in order to achieve the organization's long-term success goals.

## Communication

Transparent helps to create a sense of trust and spurs engagement and creativity. Leaders should be open with employees and encourage communication when possible.

## Fact-based Decision Making

Decisions should be made based on data and observation, not assumptions.

## Continual Improvement

While the search for perfection never ends, incremental improvements provide great value especially when everyone contributes.

## Strategic and Systematic Approach

Strategic objectives should not be lost with the focus on processes. Instead, TQM leaders should seek to align the organization around strategic goals.

## Process-Centered

Leaders must understand that goals can be achieved faster with unified processes.

## Systems Thinking

Managers must see interrelated processes as a single system and manage them as such.



# Eleven Conditions For Excellence The Ibm Total Quality Improvement Process

**GOALQPC Staff**



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## Reviewing **Eleven Conditions For Excellence The Ibm Total Quality Improvement Process**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Eleven Conditions For Excellence The Ibm Total Quality Improvement Process**," an enthralling opus penned by a very acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve into the book's central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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