

TOTAL QUALITY MANAGEMENT

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Research proposal

Developing a simple TQM diagnostic Model

The aim of the research

The roots of Total Quality Management can be founded to the work of Drucker, Juran, Deming, Ishikawa, Crosby, Feigenbaum and a numerous of other people that have studied, practiced, and tried to improve the process of organizational management.

Total Quality Management is a detailed structured system and is used in order to satisfy the internal and the external customers and suppliers. This is achieved with the combination of the business environment, continuous improvement, and innovations (attacking policy) through development, and maintenance cycles while changing organizational culture.

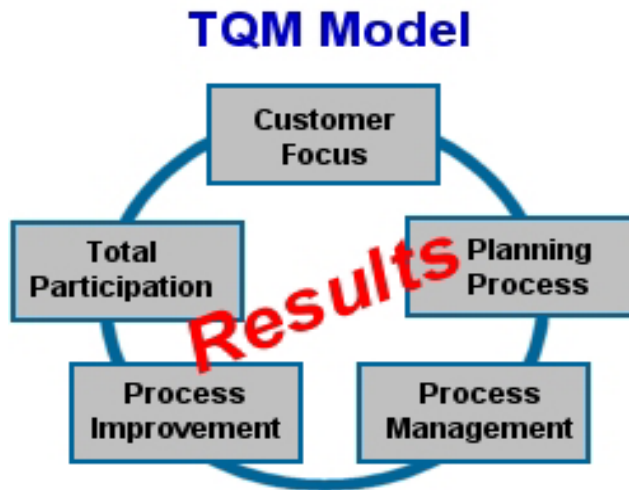
Furthermore TQM is combining the knowledge for the customers with other information and use the planning process to organize the future actions, managing the daily activities and achieving company's future goals. The planning process is the liaison that holds together all TQM activity.

The organizations, which want to apply the Total Quality Management, must understand that customers will be satisfied only if every time they receive products and services that accomplish their needs, are delivered at the right time and are priced for value. They are using the techniques of process management to develop processes, which will control the total costs. These processes will be stable and capable in order to achieve customer expectations.

And the final element of the TQM is the whole participation from the employees. Organizations must understand that the success of the project is depending on the employees-managers. Managers-leaders are taking the personal responsibility for implementing, promoting, and monitoring the whole amount of the activities. The employees are properly trained, capable, and they have an active participation (must not be passive) for the achievement of company's goals. Management and employees are working together in order to create a strong value environment where people are having the primal role.

This is a TQM model, which is showing all the above, and the companies must use in order to apply with success a TQM project. A company, which is not using Total Quality

Management, will always lose in competition from a company where TQM is already applied.



Methodology

The proposed steps to carry the development of a computerised diagnostic TQM model would consist of the following three phases.

Phase 1 will investigate the suitability of computer packages that could deliver such a system, looking from the usability point of view.

Phase 2 will be devoted in the development of the diagnostic model that could be used by TQ managers and senior executives.

Phase 3 will carry out tests in sample selected organisations and evaluate the model, then the results and improvement to the model will be examined.

Resources

Local library (nearest university), journals, Internet etc

Benefits

The benefits of the development of such a diagnostic model will be of direct benefit to TQ managers, senior executives, TQ researchers, and to the society as a whole.

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