



## Total Quality Management (TQM)

a management approach that emphasizes the entire organization improving all dimensions of the products and services that are important to the customer

includes:

- quality leadership
- customer focus
- total involvement of workforce
- continuous improvement

## Goals of TQM

1. Careful design of the product or service

2. Ensuring that the organization's systems can consistently produce the design

## Foundation of TQM

the determination of quality specifications and the costs of achieving those specifications

## specifications

define the target value of something and the acceptable limits about the target

## Design Quality

inherent value of the product in the marketplace

### 1. Performance

- primary product or service characteristics

### 2. Features

- added touches, bells, whistles, secondary characteristics

### 3. Reliability/Durability

- consistency of performance over time

### 4. Serviceability

- ease of repair

### 5. Aesthetics

- sensory characteristics

### 6. Perceived Quality

- past performance and reputation

## Dimensions of Design Quality

degree to which the product or service design specifications are met

do right things wrong (failure)- high design quality, low conformance quality

## conformance quality

do the right things right (winner)- high design quality, low conformance quality

do the wrongs thing wrong (failure)- low design quality, low conformance quality

do wrong things right (failure)- low design quality, high conformance quality

## Cost of Quality (COQ)

Expenditures related to achieving product or service quality  
- estimated at 15%-20% of every sales dollar

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