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Total quality management (TQM) is an integrated organizational effort designed to improve quality at every level. In this chapter you will learn about the philosophy of TQM, its impact on organiza-tions, and its impact on your life. You will learn that TQM is about meeting quality

CHAPTER Total Quality Management - Richard de Hoop

This chapter provides an overview of total quality management (TQM). It opens by examining the different interpretations that are placed on the term 'quality'. The chapter examines why quality has grown in importance during the last decades.

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Better quality goods and services are available through the use of quality initiatives such as total quality management (TQM) (Chapter 17). The rate of improvement in quality levels is reflected in programmes such as Six- Sigma (Chapter 17).

CHAPTER 1

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Includes a new chapter on Total Quality Management. About the Author Hira N. Ahuja and S. P. Dozzi are the authors of Project Management: Techniques in Planning and Controlling Construction Projects, 2nd Edition, published by Wiley.

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Total Quality Management. An operations management objective is to build a total quality management system that identifies and satisfies customer needs. Managing quality helps build successful strategies of differentiation, low cost, and response. Quality. The ability of a product or service to meet customer needs.

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