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Total Quality Management (TQM) is an approach that seeks to improve quality and performance which will meet or exceed customer expectations. This can be achieved by integrating all quality-related functions and processes throughout the company.

What Is the Total Quality Management (TQM) Approach?

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Japan; It says “Total quality management is an organized structural tool that focuses on continuous quality improvement of product and services by using continuous feedback system.” or “TQM can be summarized as a management system for the customer-focused organization that involves continuous improvement of the

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process.

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Total quality management (TQM) describes a management system wherein a company attains organizational advancement through a commitment to customer requirements. A company meets those requirements when it

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empowers every
employee in every

department to

maintain high

standards and strive

for continuous

improvement.

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management (TQM)

consists of organization-

wide efforts to "install

and make permanent

climate where

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continuously improve their ability to provide on demand products and services that customers will find of particular value."

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management practices to help companies increase their quality and productivity.

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background to TQM,
principally perception
research which
attempts to provide an
understanding of the
expectations, thoughts
and from the
perspective of the Dr

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Quality: A User's Guide
for Implementation,
Total Quality
Management (TQM) is
a management
technique based on the

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Jarmo NORDLUND,
Keijo YLI-HUKKALA

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Management: The

Published 2002 This article aims to give fundamentals to the Total Quality

Management Model introduced in John S. Oakland's book "Total Quality Management – The route to improving performance". The basic idea in the model is to adopt a process based on customer-supplier interfaces (quality chains).

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