

TOTAL QUALITY MANAGEMENT (TQM)

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Total Quality Management (TQM) is the continual process of detecting and reducing or eliminating errors in manufacturing, streamlining supply.

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TQM is a set of management practices throughout the organization, geared to ensure the organization consistently meets or exceeds customer requirements. What Is Total Quality Control? In the corporate environment of the U.S. Business interest in quality improvement under the TQM name also faded as Jack Welch 's success attracted attention to Six Sigma and Toyota 's success attracted attention to Lean manufacturing though the three share many of the same tools, techniques, and significant portions of the same philosophy. Since then, TQM has taken on many meanings.

In 1986, Juran published his very influential Quality Control Handbook. In April 1986, he began a process of implementing what came to be known as TQM. Leadership styles and organizational culture must be congruent with TQM.