

WEEK 14



SUSTAINING QUALITY

The importance of quality

- To give a clear understanding of what tool to be used;
- A set of attributes which help to improve the process;
- To guide through massive changes;
- A continuous process.



TQM and future issues

1. Tools and techniques
 - There is a considerable scope for improving the use and exploitation of tools and techniques;
 - A route map;
 - Help to overcome the e-commerce is massive.

2. In relation to the collection and use of quality costs, activity based cost and throughput accounting will grow.
3. Quality system and ISO
4. There will be a development in the direction of integrating quality into the normal management procedures and operations of a business.

5. Attention needs to be given to developing, in a continuous manner, the problem solving skills, competencies and talents of all employees in the organization.
6. The impact of corporate culture on TQM
7. Continuous improvement initiatives
8. Quality will continue to permeate every function of an organization and become more integrated with business activity.

9. There will be a greater focus on process stream linked directly to customer groups and suppliers, replacing the traditional function orientated service.
10. Location attention
11. Revitalizing TQM after a period of stagnation is currently being focused.
12. TQM stagnation
13. Organization should measure performance based on hard measure of customer satisfaction.

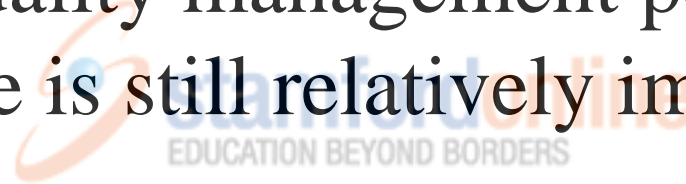
14. Teamwork in all its form should be encouraged and the different types of team activity need to be integrated.
15. Winning the hearts and mind of employees.
16. Timely and accurate data
17. Poor communication



18. How to develop effective working relationship.

19. Quality must start with education.

20. From a quality management perspective e-commerce is still relatively immature.



Summary

- TQM is a process not a step but we must implement a proper STEP with correct TOOLS to get a good PROCESS. When the process is good, then we have reached a maximum usage of TQM.