

WHAT IS TQM (TOTAL QUALITY MANAGEMENT)?

Total Quality Management is a strategic method that helps enriching the quality of performance in enterprises. TQM is a all-embracing system that can be implemented for any organization. It engages all company departments and employees and expands horizontally, to involve suppliers and company clients as well.

Total Quality Management is one of many abbreviations that are used to define management systems and quality-focused protocols. Similar acronyms are CQI (Continuous Quality Improvement), QFD (Quality function Deployment), QIDW (Quality in Daily Work), and TQC (Total Quality Control).

Despite the broadness of the general term TQM, it's very important to understand the basics, and know what it really means. We may say Total Quality Management is a framework that brings to action certain quality and initiatives. As a result, it improves the competitiveness and company revenue.

WHICH BENEFITS WILL YOUR COMPANY GET?

1. Efficiency Boost

The main aim of adopting Total Quality Management for a business is to improve process efficiency and achieve productivity, by getting rid of problems that come in work systems and processes. It refers to key areas that require modifications, excessive tasks, redundant processes, as well as unproductive inefficient activities. The asserted and continuous success of TQM is the involvement and collaboration of the employees themselves, so that it gives a valuable influence to employees' morale in the company.

2. Customer Satisfaction

Another advantage of TQM regards to customer satisfaction. From this side it identifies the best quality to align with clients expectations, enhancing quality of products and services. By forecasting mistakes and bottlenecks in working processes, TQM focuses to deliver quality service to meet customer expectations.

3. Organizational Clarity

Total quality management also great for improving organizational development. It doesn't only target at making changes in training system for employees on the quality importance, but aims to eliminate mistakes in business processes as well. That's why having TQM in your business will make efficiency in production better.

4. Agility

TQM aims at the organizing teams inside the company to enlarge knowledge between different departments. These changes can significantly enhance organizational development in general, and broaden employees' skills, leading to a better performance in every department. TQM management framework helps in employees turnover reduction, so that you will avoid losses of hiring and training new people.

5. Quick Response

Another benefit of implementing TQM in work processes is that it brings the rule of internal deliverer/client satisfaction. For example, the IT department has the responsibility to reply employees requests within a certain period.

Avoidance of mistakes allows the company to save time and budget, which can be used for another actions. Enhancing quality of internal processes is very important, it reduces time for identifying and eliminating the errors in services delivery, and also lets to have less Quality Analytics specialists.

6. Cost Reduction

During the implementation process, and all the way of TQM usage, it lowers costs throughout the company. The most impressive results are in repetitive actions, document management and customer services. This reduction in cost goes directly through to company profits, so that there can always be profitability growth by implementing TQM in the enterprise.

CAN WE HELP YOU? - YES.

TQM Implementation

Total quality management is a set of techniques for productivity improvement and quality in any form of company, especially in business field. It is a methodic approach created to elevate performance through all departments, referring to employees and suppliers, as well as company clients.

Adopting TQM is costly for most companies since it requires to train employees, and bring

Poor quality is usually the result of poorly described and managed processes. With our TQM solutions you have a greater chance of handling everything right and satisfying your customer.

changes to your business processes. However, it's a reasonable decision with the right IT company.

Specialists at Inspire for Solutions Development can help you to implement all stages of TQM according to proper standards. With the right tools you will have "highest value at lowest cost" and focus at your profit and customers more.



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