



EDITORIAL

Total Quality Management

Total quality management (TQM) refers to a management approach for long-term success through customer satisfaction, where all members of an organization participate in improving processes, products, services, and the culture in which they work. The principles of total quality management include;

- a) **Customer based focus:** Whatever an organization does for improvement of quality, employee training etc. should be targeted towards customer satisfaction, as customers determines quality.
- b) **Employee involvement:** Every employee should participate towards a common goal.
- c) **Process centric approach:** A process includes a series of steps starting with initial supplies to delivering the product. All these steps are defined, and performance measures are continuously monitored in order to detect unexpected variation.
- d) **Integrated approach:** Usually organizations consist of different functional specialties, but the processes interconnecting these functions that are the focus of TQM.
- e) **Systematic approach:** The crucial part for management of quality is the systematic approach which leads to organization's vision, mission, and goals. This process also known as strategic planning, integrates quality as a core component.
- f) **Continuous improvement plan:** The main aspect of TQM is continuous improvement plan. This drives an organization to be both analytical and creative in finding ways to become more competitive.

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