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Programme: M.A.HUMAN RESOURCE MANAGEMENT

Course Title :Total Quality Management

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UNIT – II

TQM Thinkers and Thoughts

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TQM Thinkers and Thoughts

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Agenda

- ▶ W. Edwards Deming: PDCA, 14 Points, Deadly Diseases, and Sins
- ▶ Joseph M. Juran: Spiral of Progress, Trilogy, 10 Steps, Six Stages Methodology
- ▶ Philip B. Crosby: Four Absolutes, Six Cs, 14 Steps
- ▶ Genichi Taguchi: Quality Imperatives
- ▶ Shigeo Shingo: Zero QC

W. Edwards Deming: PDCA Cycle

- ▶ PDCA Cycle:
- ▶ - Plan: Identify problems and opportunities.
- ▶ - Do: Implement solutions.
- ▶ - Check: Analyze results.
- ▶ - Act: Standardize successful improvements.

W. Edwards Deming: 14 Points for Management

- ▶ Key Principles:
- ▶ - Create constancy of purpose.
- ▶ - Adopt a new philosophy.
- ▶ - Cease dependence on inspection.
- ▶ - Improve constantly.
- ▶ - Institute training and education.

W. Edwards Deming: Deadly Diseases and Sins

- ▶ Deadly Diseases:
 - ▶ - Lack of constancy of purpose.
 - ▶ - Emphasis on short-term profits.
 - ▶ - Mobility of top management.

- ▶ Deadly Sins:
 - ▶ - Neglect of long-term planning.
 - ▶ - Over-reliance on technology over people.

Joseph M. Juran: Spiral of Progress

- ▶ Concept: Continuous improvement as a cyclical process.
- ▶ Key Steps:
 - ▶ - Identify improvement areas.
 - ▶ - Develop strategies.
 - ▶ - Implement and monitor progress.

Joseph M. Juran: Quality Trilogy

- ▶ Three Key Processes:
 - ▶ - Quality Planning
 - ▶ - Quality Control
 - ▶ - Quality Improvement
- ▶ Objective: Integration for total organizational efficiency.

Joseph M. Juran: 10 Steps to Quality Improvement

- ▶ Examples:
- ▶ - Build awareness of opportunities.
- ▶ - Set goals for improvement.
- ▶ - Train employees in quality improvement.

Joseph M. Juran: Six Stages Methodology

- ▶ Stages:
- ▶ - Define quality objectives.
- ▶ - Develop a plan to meet objectives.
- ▶ - Provide resources.
- ▶ - Execute plans.
- ▶ - Measure outcomes.
- ▶ - Standardize successful processes.

Philip B. Crosby: Four Absolutes of Quality Management

- ▶ Absolutes:
 - ▶ - Quality is conformance to requirements.
 - ▶ - The system for quality is prevention.
 - ▶ - The standard for quality is zero defects.
 - ▶ - The measure of quality is the cost of non-conformance.

Philip B. Crosby: Six Cs

- ▶ Six Cs:
- ▶ - Comprehension
- ▶ - Commitment
- ▶ - Competence
- ▶ - Communication
- ▶ - Correction
- ▶ - Continuance

Philip B. Crosby: 14 Steps to Quality Improvement

- ▶ Examples:
- ▶ - Management commitment.
- ▶ - Quality improvement teams.
- ▶ - Establish quality measures.
- ▶ - Do it right the first time.

Genichi Taguchi: Quality Imperatives

- ▶ Taguchi's Contributions:
- ▶ - Emphasis on design quality over inspection.
- ▶ - Loss Function: Quantifying quality loss to society.
- ▶ - Robust Design: Minimizing variation in processes.

Genichi Taguchi: Key Concepts

- ▶ Focus Areas:
 - ▶ - Parameter Design
 - ▶ - Tolerance Design
 - ▶ - System Design

Shigeo Shingo: Zero QC

- ▶ Concept: Zero Quality Control (Zero QC)
- ▶ - Elimination of defects through mistake-proofing (Poka-Yoke).
- ▶ - Focus on prevention rather than detection.

Shigeo Shingo: Contributions

- ▶ Innovations:
- ▶ - Single-Minute Exchange of Dies (SMED): Reducing setup times.
- ▶ - Just-In-Time Manufacturing: Synchronizing production with demand.

Integrating TQM Thinkers' Ideas

- ▶ Common Themes:
 - ▶ - Continuous Improvement
 - ▶ - Employee Involvement
 - ▶ - Focus on Prevention
 - ▶ - Customer-Centric Approaches

TQM Thinkers in Practice

- ▶ Applications:
- ▶ - Industry-wide standards and practices.
- ▶ - Case studies of successful implementation.

Future of TQM Thinkers' Concepts

- ▶ Trends:
- ▶ - Digital transformation.
- ▶ - Integration of AI and machine learning in quality management.
- ▶ - Sustainability and green quality initiatives.

Conclusion

- ▶ Summary:
- ▶ - TQM thinkers like Deming, Juran, Crosby, Taguchi, and Shingo provide foundational insights.
- ▶ - Their principles are universally applicable across industries.
- ▶ - Continuous learning and adaptation ensure relevance.