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Programme : M.A.HUMAN RESOURCE MANAGEMENT

Course Title :Total Quality Management
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UNIT - III

Models of TQM

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Models of TQM

Agenda

- Fuji Xerox Model
- Norman Rickad Model
- Eicher Group Model
- Basic Frame Move Model
- Operational Model
- Diamond Model
- Umbrella Model
- Kano's Basics of TQM
- Westinghouse Model
- Itoh Model
- Peratech Model
- Kehoe's Integrated Model
- Eight Components Model
- Building Block Model
- Dhruv Model

Fuji Xerox Model

- Key Features:
 - - Focus on customer satisfaction.
 - - Emphasis on continuous improvement.
 - - Integration of quality into daily operations.

Norman Rickad Model

- Principles:
 - - Strong leadership commitment.
 - - Employee engagement at all levels.
 - - Structured process for quality assessment.

Eicher Group Model

- Highlights:
- - Holistic approach to quality management.
- - Incorporation of cultural values into TQM practices.
- - Balance between technology and human resources.

Basic Frame Move Model

- Core Elements:
 - - Framework for strategic quality initiatives.
 - - Alignment of organizational goals with quality objectives.

Operational Model

- Focus Areas:
 - - Day-to-day process optimization.
 - - Root cause analysis and corrective actions.
 - - Monitoring performance metrics.

Diamond Model

- Characteristics:
 - - Emphasis on interrelated factors of quality.
 - - Role of innovation in quality improvement.

Umbrella Model

- Key Points:
- - Comprehensive integration of all TQM tools and techniques.
- - Collaborative approach across departments.

Kano's Basics of TQM

- Concepts:
- - Differentiating basic, performance, and excitement factors in quality.
- - Understanding customer expectations and needs.

Westinghouse Model

- Unique Aspects:
 - - Systematic approach to defect prevention.
 - - Focus on training and capacity building.

Itoh Model

- Features:
- - Integration of statistical tools for quality improvement.
- - Focus on measurable outcomes.

Peratech Model

- Focus:
- - Advanced technology in quality assessment.
- - Emphasis on predictive analytics for quality management.

Kehoe's Integrated Model

- Key Components:
- - Linking quality management to organizational strategy.
- - Emphasis on continuous learning and adaptation.

Eight Components Model

- Components:
 - - Leadership
 - - Customer Focus
 - - Continuous Improvement
 - - Employee Engagement
 - - Strategic Alignment
 - - Process Management
 - - Data-Driven Decision Making
 - - Supplier Partnership

Building Block Model

- Structure:
- - Foundational elements of quality.
- - Stepwise implementation for achieving TQM goals.

Dhruv Model

- Innovations:
 - - Blending traditional practices with modern quality tools.
 - - Strong emphasis on cultural alignment.

Comparative Analysis of TQM Models

- Analysis:
 - - Strengths and weaknesses of different models.
 - - Suitability across industries and applications.

TQM Models in Practice

- Case Studies:
 - - Successful implementation of specific models.
 - - Lessons learned and best practices.

Conclusion

- Summary:
- - Overview of diverse TQM models.
- - Importance of selecting the right model for specific organizational needs.
- - Future trends and evolving practices in TQM.