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SIXTH EDITION Quality Management for Organizational Excellence

When an organization is obsessed with quality, good enough is never good enough
Scientific Approach While it is true that people skills, involvement, and empowerment are important in a total quality setting, they represent only a part of the equation Another important part of the equation is the use of the scientific approach in structuring work and in decision making and problem solving that relates to the work
Long-Term Commitment Organizations that implement management innovations after ...

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THE TOTAL QUALITY APPROACH TO QUALITY MANAGEMENT

ACHIEVING ORGANIZATIONAL

EXCELLENCE 1. Define the term quality.

Quality is a dynamic state associated with products, services, people, processes, and environments that meets or exceeds expectations.

QUALITY MANAGEMENT

Excellence is a measure of consistently superior performance that surpasses requirements and expectations without demonstrating significant flaws or waste.

Organizational excellence continues the progress established by a foundation such as total quality management, in which all levels of the organization participate in continual improvement.

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Quality, Value, and Organizational Excellence It is important for quality professionals to understand how quality fits into the bigger picture of providing superior value to customers. Organizations survive and thrive in a globally competitive marketplace by providing superior value to customers.

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