

TOTAL QUALITY MANAGEMENT PRINCIPLES

The principles of “total quality management” are specified in the ISO International Organization 9000:2005. ISO international quality has eight criteria which represents the basic of total quality management.

1- Customer Focus

The success of an organization is dependent on the extent to which the current and future needs and requirements of customers are known, understood and met. Therefore, the organization must devote substantial effort toward meeting the requirements of its customers and should strive to exceed the expectations of its customers.

Leadership or Management Involvement

Senior Managers/ Leaders establish unity of purpose and direction. They must create and maintain the internal environment in which people can become fully involved in achieving the organization’s objectives.

Benefits:

- i) Employees understand the needs and objectives of the organization and become more enthusiastic to perform the work which reflected on the quality of product and service.
- ii) The events are verified and motivate the employees in the industry and its objectives.
- iii) Reducing the misunderstanding and strength communication between the employees.
- iv) Considering the needs of all parties, including customers and business owners, employees and suppliers.
- v) Develop a clear vision for the future of the organization.

2- Involvement of People

The involvement of everyone within the organization is very essential and their full involvement enables their abilities to be used for the organization’s benefits.

Benefits:

- i) Motivate employees who are committed to and participation in the organization.
- ii) Innovation and creativity in furthering the objectives of the organization.
- iii) Subjecting the employees to inquire their performance.
- iv) The participation contributes to continuous improvement.
- v) The employees will be able to understand the importance of contribution in the role of organization.

3- Process Approach

An organization achieve desired results more efficiently when activities and related resources and managed as process.

Benefits:

- i) Lowering the cost and save time through effective use of resources.
- ii) Improve processes within the organization and the results are consistent and predictable.
- iii) Focus and priority to provide opportunities for continuous improvement.
- iv) Systematic identification of the activities necessary to obtain the desired result.
- v) Establish responsibility and accountability to manage key activities.

4- System Approach to Management

Identifying, understanding and managing a system of interrelated processes as a system contribute to the organization's effectiveness and efficiency in achieving its objectives.

Benefits:

- i) Integration and harmonization of processes that will achieve the best results.
- ii) Provide confidence to interested parties in the effectiveness, coherence and efficiency of the organization.
- iii) The ability to focus on the key processes.
- iv) Restricting of the system to achieve the objectives of organization in the most effectively and efficiently.

5- Continual Improvement

Continual improvement of the organization's overall performance should be a permanent objective of the organization.

Benefits:

- i) Performance advantages through improving organizational capabilities.
- ii) Harmonization and improvement of activities at all levels inside the strategic objectives of the organization.
- iii) Respond quickly to opportunities.
- iv) Consistency of jobs within the society for a continuous improvement approach.

6- Factual Approach to Decision Making

Effective decision are based on the analysis of data and information in order to provide accurate information to decision makers inside the industry, whereas providing of accurate information about the daily activities inside the organization in general and the performance of personnel in particular is very important for decision making by Senior Managers.

Benefits:

- i) Precise decision.
- ii) Increased ability to demonstrate the effectiveness of previous decisions.
- iii) Increased ability to review, challenge and range opinions and decisions.
- iv) Ensure that data and information is accurate and reliable.

7- Mutually Beneficial Supplier Relationship

An organization can benefit from developing relationships with its suppliers; these relationships serve to enhance the performance of both the organizations and suppliers.