

Al- Mustaqbal University College Chem. Eng. Petr. Ind. Dept. 4th stage

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Industrial Management and Ethics

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Lecture 10 Quality Management

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Achievement of the standard

إدارة الجودة الكلية(Total quality management (TQM)

Oakland in his book *Total Quality Management* (1989) has defined TQM as 'an approach to improving the effectiveness and flexibility of business as a whole' and being' concerned with moving the focus of control from outside the individual to within.

The objective being to make everyone accountable مسؤول for their own performance, and to get them committed to attaining quality ملتزم بتحقيق الجودة المع وحماسي 'in a highly motivated fashion' مسكل مندفع وحماسي 'and' concerned chiefly with changing attitudes and skills so that the culture of the organisation becomes one of preventing failure and meeting the standards.

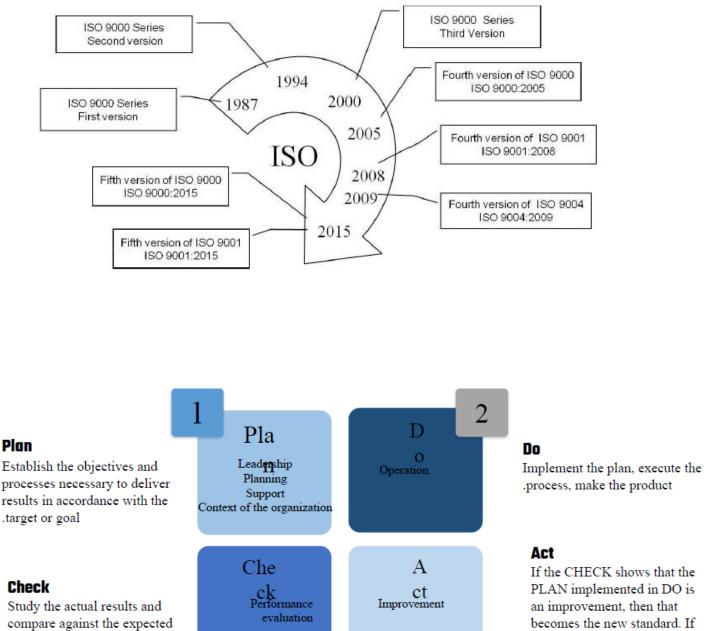
After the emergence of total quality management (TQM) era عصر, organisations have been striving تسعى to achieve high degree of quality in products and services.

(QMS)quality management system standards published by International Organisation for Standards (ISO) and Six Sigma نشر معايير نظام إدارة الجودة

من قبل المنظمة الدولية للمعايير

are significantly prominent in both research and practice area.





If the CHECK shows that the PLAN implemented in DO is an improvement, then that becomes the new standard. If not, then adjustments are made to insure consistent .improvement

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results