



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

Industrial Management and Ethics

Prof. Dr. Nada Saadoon

Lecture 10
Quality Management

2020-2021

Achievement of the standard

إدارة الجودة الكلية (TQM) Total quality management

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 in a highly motivated fashion' 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.

ISO Series

