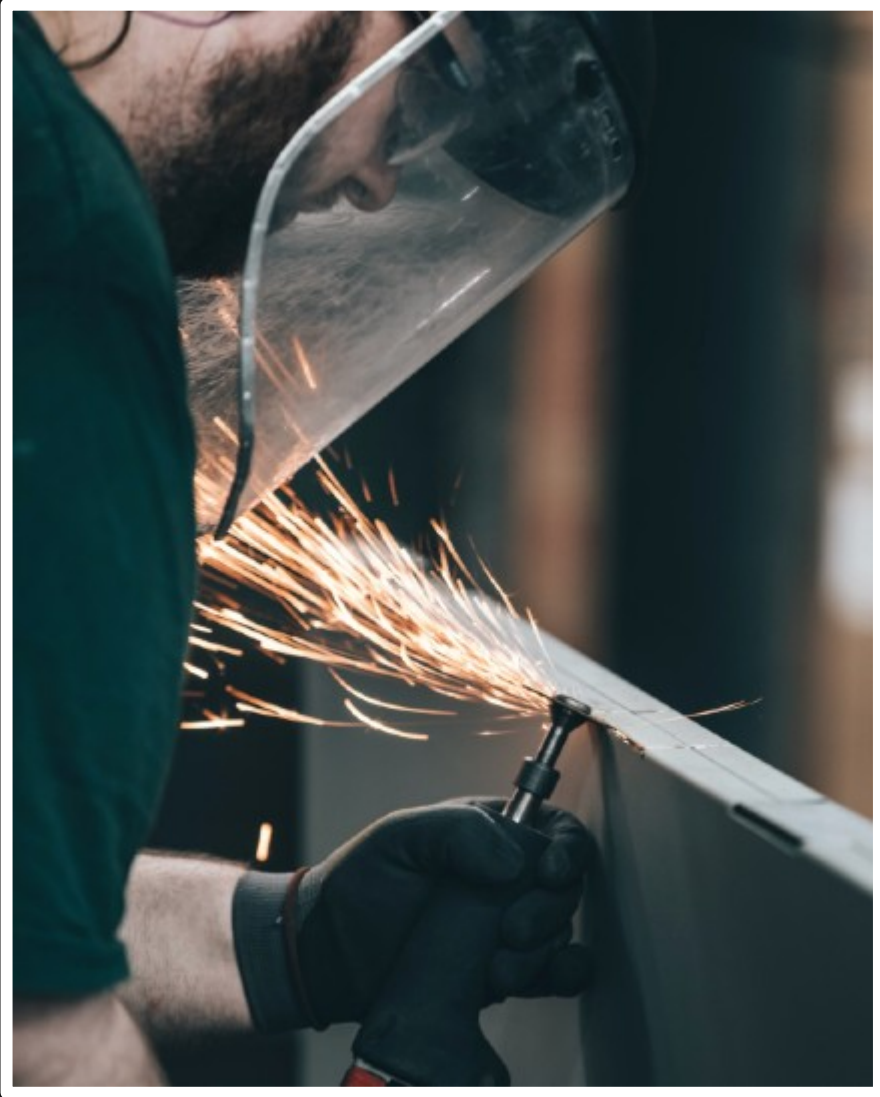


A photograph of an industrial facility, possibly a refinery or chemical plant, featuring a complex network of pipes and scaffolding. The scene is dimly lit, with a dark sky in the background. A prominent red pipe runs horizontally across the upper portion of the frame. The overall atmosphere is industrial and somewhat somber due to the low light.

# Operations Management (TQM)



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## *Course Description*

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This course will allow students understand total quality concept and techniques for managing, controlling, and improving quality.

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# Course Outcomes

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After successful completion of this course, the students should be able to:

- CO1.** Apply the concepts of total quality management in analyzing real life context case studies;
- CO2.** Assess the ways in managing employee productivity through empowerment, leadership, teamwork, and effective communication;
- CO3.** Apply different tools and approaches in improving quality standards in the workplace.



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## *Course Requirements*

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- Lecture Discussion
- Major Examinations
- Case Analysis
- Quizzes
- Assignments
- Task Performance

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# Course Requirements

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The following percentage distribution shall be followed:

Prelims	20%
Midterms	20%
Pre-finals	20%
Finals	40%

The following are the recommended periodical grade components for this course:

Class Participation (Recitation, Quizzes, etc.)	20%
Task Performance	50%
Major Examination	30%
<b>TOTAL</b>	<b>100%</b>

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# Course Outline

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- Week 1** Understanding Quality
- Week 2** Quality and Global Competitiveness
- Week 3** Quality Management, Ethics, and Corporate Social Responsibility
- Week 4** Quality Culture: Changing Hearts, Minds and Attitudes
- Week 5** PRELIMINARY EXAMINATION
- Week 6** Employee Empowerment
- Week 7** Leadership and Change For Quality
- Week 8** Team Building and Teamwork
- Week 9** Effective Communication

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# Course Outline

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<b>Week 10</b>	<b>MIDTERM EXAMINATION</b>
<b>Week 11</b>	Overview of Total Quality Tools
<b>Week 12</b>	Continuous Improvement Methods
<b>Week 13</b>	Optimizing and Controlling Processes Through Statistical Process Control
<b>Week 14</b>	<b>PE-FINAL EXAMINATION</b>
<b>Week 15</b>	Quality Management Systems and Standards Approach
<b>Week 16</b>	Implementing Total Quality Management (TQM)
<b>Week 17</b>	Task Performance
<b>Week 18</b>	<b>FINAL EXAMINATION</b>

# UNDERSTANDING QUALITY

- ❑ Definition of Quality
- ❑ The Total Quality Approach
- ❑ Two (2) Views of Quality
- ❑ Key Elements of Total Quality
- ❑ Quality Gurus
- ❑ Hindrances to Total Quality
- ❑ Quality Certifications
- ❑ Generalization, Application, & eLMS





## Example

Supposed you eat on a restaurant, how will you judge its **quality**?



## Total Quality

An approach to maximize the competitiveness of people, processes, products, services, and environments through continual improvement.

## Example

The seat of the stool is customer focus.

Each of the three (3) legs is a broad element of the total quality philosophy.





## Total Quality Perspective

Focuses on continual improvement of products, processes, and people during product development.



# TWO VIEWS OF QUALITY

03

*The following statements explain some of the major differences between the traditional view of quality and the total quality perspective:*

1 Productivity versus quality

2 How quality is defined

3 How quality is measured

4 How quality is achieved

5 Attitude toward defects

6 Quality as a function

7 Responsibility for quality

8 Supplier relationships

# KEY ELEMENTS OF TOTAL QUALITY

04

1 Strategically Based

2 Customer Focus

3 Obsession with Quality

4 Scientific Approach

5 Long-term Commitment

6 Teamwork

7 Continual Process Involvement

8 Education and Training

9 Freedom through Control

10 Unity of Purpose

11 Employee Involvement and Empowerment

12 Peak Performance

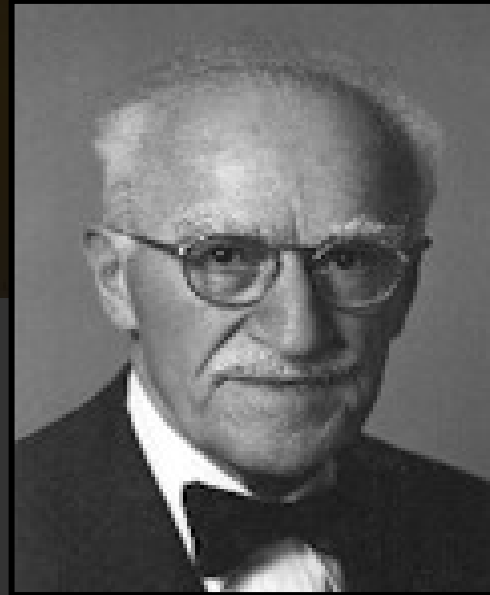
# Seatwork

Do the following on a 1/2 sheet of paper:

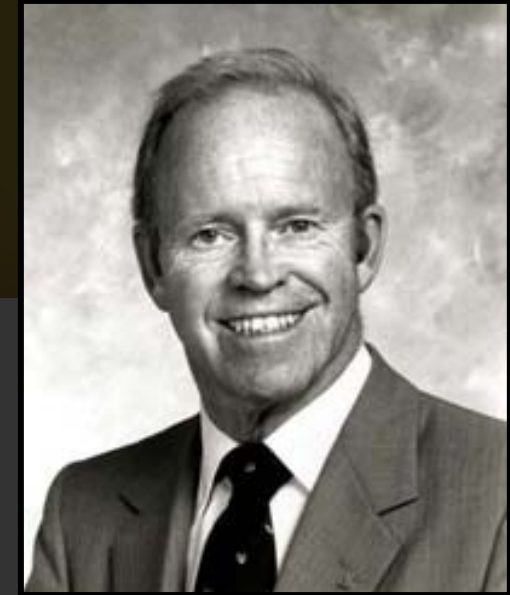
- Pick a key element of total quality and explain how it contributes to organizational success.
- Explain which is a more effective approach between *traditional view of quality* and *total quality perspective*.



William Edwards Deming



Joseph M. Juran



Philip B. Crosby

[www.articulate.com](http://www.articulate.com)  
<https://www.quora.com/How-did-W-Edwards-Deming-influence-Japanese-manufacturing>  
<https://www.thefamouspeople.com/profiles/william-edwards-deming-3140.php>  
[https://ceopedia.org/index.php/Philip\\_B.\\_Crosby](https://ceopedia.org/index.php/Philip_B._Crosby)



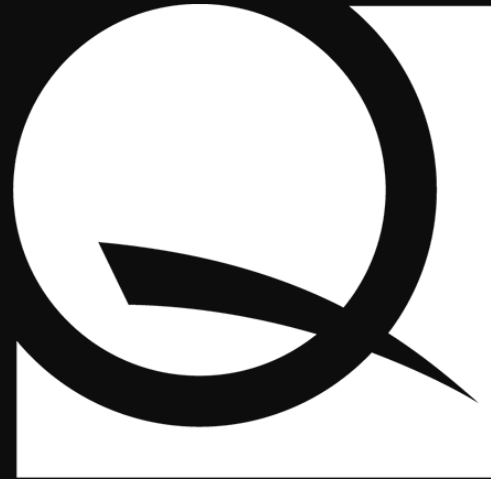


**Confusion about the differences among education, awareness, inspiration, and skill building**



**Taking a narrow, dogmatic approach**

[www.articulate.com](http://www.articulate.com)  
<https://www.mtdtraining.com/blog/the-3-types-of-angry-manager-you-will-have-to-deal-with.htm>  
<https://www.entrepreneur.com/article/286055>  
<https://www.theactuary.com/news/only-21-employees-disappointed-with-pension-performance-but-many-lack-guidance/>



ASQ

Excellence Through Quality™

## Quality Improvement Associate

S/he must have a knowledge of quality tools and their uses and must be involved in quality improvement projects.



**“Quality is not an act, it is a habit”**

**Aristotle**

# Generalization

- Choose a partner and *pick a key element* of total quality management.
- Briefly explain your chosen key element and *how it would contribute* in maintaining quality standards in the organization.
- Sight *other ways* in achieving total quality in the workplace.

# Application

- Write a short essay containing the *difference* between quality and total quality approach.
- Pick *one (1) quality guru* and explain his contribution in achieving total quality in the work place.

# Homework




*Submit a research containing:*

- The different quality certifications being offered by the **American Society for Quality (ASQ)** and the qualifications/requirements in applying for each quality certification.

# eLMS

- Download **02 Handout 1**.
- Answer the **eLMS activity**

Not Secure — elms.sti.edu

 STI Education System

User ID

Password

Log in

or

Log in with Office 365