



TQM: A Continuous Improvement Process

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Abstract

TQM is a management soundness, a incessant change method to cooperating by a novel management appear. The TQM hypothesis progressed from the constant change objectivity with a target quality as the important estimation of business. Under TQM, emphasizing the quality of the stock or organization predominates. TQM expands on the far side statistical system organization to embrace a more broad degree of management activities of at any rate we tend to manage individuals and organizations by that have viable involvement in the whole technique, not simply straightforward measurements.

Keywords: TQM, Improvement Process

1. Introduction

TQM is a expansive management structure which: Spotlights on addressing proprietors'/customers' needs by giving quality organizations at a regard that offers value to the proprietors/customers, is driven by the pursuit for steady change in all operations. Sees that everybody inside the organization has proprietors/customers World Prosperity Affiliation are either internal or external. The Importance and Need for Continuous Improvement in Business Organizations: Total Quality Management (TQM) through the group's methods and the participation of all members of the organization (senior managers, middle managers, and employees) seeks

for the productivity of all processes, products and services of the organization, and always strives to bring the processes to continuously improve. The reason for organizations to use the concept of TQM to achieve customer satisfaction goals, reduce costs and reduce time losses is ultimately a continuous and continuous improvement of processes.

2. Deming's 14

Deming's 14 notes for TQM.

Create constancy of reason for development of item and benefit. (Plan to stay in business.)
 Adopt the new rationality. (Quit tolerating poor quality.)
 Cease reliance on examination to achieve quality. (Enhance the strategy.)
 End the practice of awarding business on the basis of significant worth tag alone. (Look for longer-term supplier relationships; cut back the measure of providers.)
 Enhance constantly and everlastingly every technique inside the arrangement of planning, generation, and benefit.
 Organization elegant training (for everyone!).
 Organization elegant methods for oversight. (The obligation of foremen ought to be changed from sheer numbers to QUALITY.)

Drive out fear. (Encourage laborers to speak up.)
 Break down barriers between departments.
 Eliminate slogans, exhortations, and targets for the labor.
 Eliminate work standards that force numerical quotas.
 Expel barriers to pride in workmanship. (Poor chiefs, poor materials, inadequate instrumentality, lack of training, and so forth.)
 Organization a vivacious program of education and self-reconstruction for everyone.
 Place everybody inside the company to figure to accomplish the transformation and create a structure in high management that can push each day on the above focuses.

3. The Deming Approach

The EFQM (European Foundation for Quality Management) model has meant self-assessment and identifying areas that can be improved in an organization. This model operates as a useful tool for improvement in the organization due to the use of the continuous continuous improvement cycle, so that by conducting an assessment of the existing conditions, the organization can decide

which areas should be the most sought after improvement. After corrective action, the organization again performs a new assessment of these measures, and this cycle continues.

Since some organizations and manufacturing companies, industry or services have a very high staffing time, and, consequently, costs are rising, and a product or service may not be provided to customers, which is why an organization, We must use different

methods to reduce costs and time, increase the quality of services and products, and ultimately satisfy customers. These methods can use standards and management systems, comprehensive quality management concepts, the use of the demanding cycle and the EFQM model, or the use of a continuous improvement process in the organization.

4. The Characteristics of Companies Successfully Implement TQM

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Start setting goals, and start meeting the goals you have set.	Utilize measurements to decide how exact your goals are.
Management indicate finish promise to Nonstop Change (CI)	Quality can exclusively be achieved once management offers CI a high need and a clear need. Profitability inside the industrial business is estimated to be, at best, 50 percent, with a few sources placing it at thirty five p.c, leaving space for development.
Establish responsibility Set the datum	The targets of consistent change are to downsize waste. cut back costs, and increase profitability. The starting reason for existing is simple anyway radical. The work at any industrial site can be cut into a arrangement of stages. The stages can start with groundbreaking and complete with finish. At each stage, a team goes to the jobsite and accomplishes its own work. once the work is finished, it can be handed over to another team or another contractor. This chain of occasions can be known as a technique.
Pre-Plan Regard each project as part of a cycle Each worker regard himself or herself as a quality inspector of his or her task	The subsequent stage is to establish obligation regarding the work. In the event that we tend to layout what each team will and establish duty regarding World Wellbeing Association is to accomplish the task, we tend to have delineated a item and an proprietor/client. this is frequently the heart of the matter with CI: to plot the stock and the proprietor/client. Each team or group is to be faulted for giving a first-class item to its proprietors/clients. the stock ought to be outfitted with no hassles, no concealed blunders, and no untalented work.

5. Additional Goals Include

Each person initiates and personally leads quality improvement projects in his or her area	Ensure resources are available throughout the organization. Reinforce deliberate process improvement.	Integrate TQM principles into all planning. Require data-based decision making.
Establish organizational performance goals that will provide a benchmark for success.	Constantly communicate and share our vision with all levels in the organization.	Reward quality-focused behavior. Remove cold middle management.
Support teamwork not individualism.	Constantly review policies and decisions to ensure support for TQM implementation.	Lead the organization to establish an aggressive customer-focused culture.

Approaches to quality debate have evolved dramatically since the beginning of this century. Four important quality courses are:

1. Inspection
2. Quality Control (SQC)
3. Quality assurance
4. Strategic management of quality

It goes without saying that every period of quality has come about in the course of the previous period.

The strategic quality management approach is still inadequate to confront today's fast-changing business environment and its fea-

tures are characterized by uncertainty and inability to predict. In order to cope with this challenge, a fifth quality domain has been identified that is called continuous competitive improvement (Kaye and Dyason, 1995). In this area, the major concern is to the organization that it should be flexible, accountable, and be able to adapt quickly to the changes required in the strategy-taking into account customer feedback and rivalry. For an organization that wants to achieve flexibility, responsiveness and the ability to quickly adapt to environmental changes, it is essential to implement a perfect strategy for continuous improvement.

For Management	For Employee
1. Provides an invaluable critical thinking device for managers and managers to utilize	1. Provides open door for personal development and improvement (as a aftereffect of team training activities) and the chance to create and show recommendations
2. Disperses negative attitudes	2. Increases innovation (through a greater variety of approaches and points of view) for taking care of issues, expelling fear of failure
3. Management turns out to be more aware of issues that affect the individual's workplace	3. Employees utilize their insight and abilities to generate data-driven recommendations that will lead to all around educated choice making
4. Employees gain a feeling of participation	4. Encourages choice making at the most appropriate level
5. Increases effectiveness and efficiency	5. Increases motivation and acceptance of new ideas
6. Reduces turnover rate, tardiness, costs, blunders, and scrap and revise	6. Increases employment satisfaction (as a aftereffect of the chance to participate in and have impact over work)
7. Improves communications inside and among all departments	7. Recognizes representatives for their insight, abilities, and commitment toward change
8. Develops management abilities that were never taught, or are long overlooked because of lack of application	8. Develops mutual regard among representatives, management and clients
9. Develops overall company awareness and company solidarity	9. Advances teamwork
10. Rearranges needs which once appeared secured place	
11. Builds loyalty to the company	
12. Reveals training prerequisites in all departments	
13. Diminishes the quantity of imperfections got from providers when they are encouraged to train in quality management	

On the role of senior management and other managers, more emphasis should be placed on the current situation. Meanwhile, a valid self-assessment model - for example, the business excellence model, the Baldrige Award - should be used. The role of management, especially senior management, is beyond the empowerment (based on the business excellence model) and is considered as a basic stimulus, albeit with:

- Focus on stakeholders
- Measure and feedback
- Lessons from the results

These stimuli ensure that continuous improvement is not only realized, but maintained over time. Drivers, energies and energies are a continuous improvement model that, in the absence of them, does not matter how other criteria are taken into account with the model, and there will be no longer long-term improvements.

Model empowerers are the clear foundations that if continuous improvement should be achieved and started, they should be in their proper place. Empowerers include:

- A culture of continuous improvement and innovation
- Focus on employees
- Integration of continuous improvement
- Focusing on critical processes and standardizing best practices in a quality management system

Many organizations see the results only in financial terms, but with this model, it is understood that the results should also be seen from the perspective of organizational performance, individual performance, and team performance.

6. Conclusion

The process of continuous improvement process is such that the internal audit department of the organization, based on the re-

quired standards, evaluates the product, services or processes of the organization and records the discrepancies detected. He then reports the detected non-conformities to the senior manager of the relevant department. The senior manager, given the reported lack of compliance, makes corrective actions (preventive activity) to the middle managers or other staff members. After carrying out corrective actions (preventive activity), the auditor again examines and evaluates. This cycle continues and thus the organization is moving in order to continuously improve its products, services or processes. Research has shown that achieving quality and continuous improvement is not easy. In the activity of an organization, there are many complicated variables. It is imperative that a robust framework be available to measure and evaluate operations on the basis of it. There should be a planned and integrated approach, otherwise quality will continue to be considered as a minor addition and there will be little improvement. The findings revealed that organizations that use valid self-assessment models have a good performance in terms of process improvement, integration, feedback, and evaluation, but have been less successful in relation to other key criteria identified.

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