TOTAL QUALITY MANAGEMENT

http://www.tutorialspoint.com/software_testing_dictionary/total_quality_management.htm

What is Total Quality Management TQM?

TQM can be defined as a management technique for improving processes, products, services and the other approaches associated with the product. It focusses on the entire business and NOT just on a particular project or process.

Elements of TQM:

- Root Cause Analysis
- Customer-focused
- Active Employee Participation
- Process-oriented
- Internal and External self Assessment
- Continuous improvement
- Making Well Informed Decisions
- Effective Communication

Quality Control Tools:

- Cause - Effect Diagram
- Checklists
- Histogram
- Graphs
- Pareto Charts
- Tree Diagram
- Arrow Diagram

Process Improvement Cycle: