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|--------------------------------|---|
| Total Quality Management (TQM) | <p>a management approach that emphasizes the entire organization improving all dimensions of the products and services that are important to the customer</p> <p>includes:</p> <ul style="list-style-type: none"> - quality leadership - customer focus - total involvement of workforce - continuous improvement |
| Goals of TQM | <ol style="list-style-type: none"> 1. Careful design of the product or service 2. Ensuring that the organization's systems can consistently produce the design |
| Foundation of TQM | the determination of quality specifications and the costs of achieving those specifications |
| specifications | define the target value of something and the acceptable limits about the target |
| Design Quality | inherent value of the product in the marketplace |
| Dimensions of Design Quality | <ol style="list-style-type: none"> 1. Performance <ul style="list-style-type: none"> - primary product or service characteristics 2. Features <ul style="list-style-type: none"> - added touches, bells, whistles, secondary characteristics 3. Reliability/Durability <ul style="list-style-type: none"> - consistency of performance over time 4. Serviceability <ul style="list-style-type: none"> - ease of repair 5. Aesthetics <ul style="list-style-type: none"> - sensory characteristics 6. Perceived Quality <ul style="list-style-type: none"> - past performance and reputation  |
| conformance quality | <p>degree to which the product or service design specifications are met</p> <p>do right things wrong (failure)- high design quality, low conformance quality</p> <p>do the right things right (winner)- high design quality, high conformance quality</p> <p>do the wrongs thing wrong (failure)- low design quality, low conformance quality</p> <p>do wrong things right (failure)- low design quality, high conformance quality</p> |
| Cost of Quality (COQ) | <p>Expenditures related to achieving product or service quality</p> <ul style="list-style-type: none"> - estimated at 15%-20% of every sales dollar |

Opm Test Study Guide 2013

M Walker



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
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