DEFINITIONS

Total Quality Management

- Management approach to long-term success through customer satisfaction (based on concepts developed by W. Edwards Deming and Joseph M. Juran) - TQM involves all members of an organization in continuously improving processes, products, and services (Source: http://cunningham.acer.edu.au/mulcgi/index.htm)

- Total Quality Management (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback. TQM requirements may be defined separately for a particular organization or may be in adherence to established standards, such as the International Organization for Standardization’s ISO 9000 series. (http://searchcio.techtarget.com/definition/Total-Quality-Management)

Use For:

- Continuous quality improvement
- Quality management, Total
- Total quality
- TQM (Total quality management)

BOOKS

Arthur, Jay (2011) Lean six sigma for hospitals : simple steps to fast, affordable, flawless healthcare. Cir 362.11068 Ar788


Brussee, Warren (2010) Six sigma on a budget : achieving more with less using the principles of six sigma. GSL/Cir 658.4013 B912

Brussee, Warren (2006) All about sigma : the easy way to get started. GSL/Cir 658.4013 B912

El-Haik, Basem (2005) Axiomatic quality : integrating axiomatic design with six-sigma, reliability and
quality engineering. Cir 658.562 El41


Ford, Robert C. (2012) Total quality management for hospitality and tourism. Cir 647.940684 F711

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Jugulum, Rajesh (2008) Design for lean six sigma : a holistic approach to design and innovation, Cir 658.4013 J93


Graduate School Section

Mendoza, Josephine Concepcion (2010) **Total customer satisfaction in restaurant operations : a total quality management approach for Tollhouse Food and Services Incorporated.** Thesis 658.812 M539

Rotea, Jordan L. (2006) **A comprehensive analysis of the existing quality system of the administrative services cluster of Holy Angel University (Angeles City) : towards improved quality system model.** Thesis 658.4013 R843

Torres, Gilbert (200?) **Improving the total quality service of e-business services, Inc..** Thesis 658.4013 T693

**ELECTRONIC JOURNALS**

*Accessible thru HAU Library Webpage Proquest Central*

- The Quality Management Journal
- The TQM Magazine
- Global Journal of Flexible Systems Management
- International Journal of business Management

**ELECTRONIC BOOKS**

*Accessible thru HAU Library Webpage EBRARY*

- Shridhara, Bhat K.(2010) **Total quality management**
- Lal, H. (2008) **Organizational excellence through total quality management**

**INTERNET RESOURCES**

*Multimedia and Internet Workstation 2nd and 3rd Floor, University Library*

**iSixSigma Quality and Management Resources**

"Includes articles, tools and resources for implementing Six Sigma quality, total quality management, ISO9000, and process improvements programs."

**Total Quality Management (TQM)**

"Categories of information include various perspectives on TQM, related library links and on-line discussion groups."
Total Quality Management from Questia
Retrieved January 17, 2014 from

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Deming's 14 point philosophy: a recipe for total quality

This site teaches you the skills you need for a happy and successful career; and this is just one of many tools and resources that you'll find here at Mind Tools.

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