P-Glossary

Total Quality Management

Total quality management (TQM) is more than a concept; it is a philosophy by itself. TQM is defined as a management strategy for an organization, centered on awareness of quality in all organizational processes. According to the American Society for Quality, the term "total quality management" was first used by the US Naval Air Systems Command "to describe its Japanese-style management approach to quality improvement." The TQM management strategy is based on the participation of all members and aiming at long-term success through customer satisfaction and benefits to all members of the organization and society. TQM relies on all necessary quality management tools to achieve and maintain the desired level of quality in everyday operations, allowing for continual improvement of operations and meeting changing customer expectations.