



Total Quality Control Essentials: Key Elements, Methodologies, and Managing for Success

Sarv Singh Soin

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Total Quality Control (TQC) enables a company or organization to focus its efforts and increase its effectiveness. This book seeks to offer quality personnel, managers and engineers a complete introduction to TQC, including detailed instructions for starting and managing a TQC effort. For those companies that already have a TQC programme in place, it presents strategies and tactics for diagnosing current capabilities and improving them. The guide explains how to apply the famous Hoshin Planning Process, how to manage customer complaints, how to develop an improvement cycle, how to manage key processes in a manufacturing and service organization, how to secure employee participation in improvements via Quality Circles and suggestion plans, and how to audit or review a TQC effort. In addition, there is a comprehensive chapter on the essence of Total Quality Control, analyzing the nature of "quality" and primacy of the customer. Included here is information on the importance of process, learning and growth in the organization, organizations and people running at peak efficiency, and the relationship between creativity and success.

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