

TOTAL  
QUALITY  
MANAGEMENT

# TOTAL QUALITY MANAGEMENT

ROSMAINI TASMIN



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## PREFACE

This book is intended to provide an introduction to the Total Quality Management and to help you understand many issues related to quality that affects businesses around the world. By reading this book, you will have the tools to analyze these issues and hopefully it will increase your understanding and interest in quality as well. I am assuming that you have scarce prior knowledge of quality management. Regardless of whether you have the limited knowledge or not, this book aims to take you from knowing little quality principle, to having a good and solid foundation that gives you the knowledge and skills to increase your understanding. Hopefully, this book will also be able to show you how relevant it is to everything going around you and how valuable an understanding of quality can be to yourself. Do send me feedback on the book: let me know if you enjoy it and find it useful, as well as any ideas on how I can improve the next edition. You can email me at [rosmaini@uthm.edu.my](mailto:rosmaini@uthm.edu.my).

# TABLE OF CONTENTS

<i>Preface</i>	v
<b>1 HISTORY OF QUALITY</b>	<b>1</b>
Introduction	1
1.2 Total Quality Experts	11
Frederick W. Taylor	11
Walter A. Shewhart	12
Dr. W.E. Deming	12
Dr. Joseph Juran	14
Philip B. Crosby	15
Dr. Kaoru Ishikawa	17
Dr. Genichi Taguchi	18
Dr. A.V. Feigenbaum	19
1.3 Modern Quality Development	20
Inspection	20
Quality Control and Statistical Theory	22
Quality in Japan	27
Total Quality	28
Total Quality Management	28
Quality Awards and Excellence Models	29
Quality and Cost	29
Business Excellence	30

<b>2</b>	<b>SEVEN QUALITY CONTROL TOOLS</b>	<b>31</b>
2.1	A Brief History of Quality Control	31
	Product Inspection vs. Process Control	33
	Moving from Inspection to Process Control	33
	Statistical Process Control	33
	Tools for Statistical Quality Control	35
2.2	Pareto Chart or Pareto Diagram	35
	Constructing a Pareto Chart	35
	Strengths, Weaknesses and Limitations	37
2.3	Cause and Effect Diagram	38
	Benefits	39
	How to Construct a Cause and Effect Diagram	39
2.4	Check Sheet	41
	Defective Item Check Sheet	43
	Defective Location Check Sheet	43
	Defective Cause Check sheet	43
	Checkup Confirmation Check Sheet	45
2.5	Histogram	46
	When to Use a Histogram	46
	Histogram Construction	48
	Histogram Analysis	48
2.6	Scatter Diagram	52
	History of Scatter Diagram	52
	Function of Scatter Diagram	53
	Construction of Scatter Diagram	54
	Interpretation of Scatter Diagram	56
2.7	Run Chart	60
	How to Prepare Run Chart	61
2.8	Control Chart	61
2.9	Stratification	63
	Causes of Stratification	64
	Functionalist Theories	64
	Conflict Theories	65
2.10	Summary	
<b>3</b>	<b>THE STATISTICAL PROCESS CONTROL</b>	<b>69</b>
3.1	Introduction	69
3.2	Statistical Process Control (SPC)	69
	The History of SPC	70
	The SPC Defined	72

## CONTENTS

3.3	Variation	73
3.4	Rationale for SPC	78
3.5	Variables Control Charts	83
3.6	Attributes Control Charts	89
	The $p$ Chart	90
	The $np$ Chart	93
	The $u$ and $c$ Chart	94
3.7	Special Control Charts	98
3.8	Analysis of Control Charts	101
3.8	The Control Charts as a Tool for Continuous Improvement	103
3.9	The SPC Implementation Roadmap	104
3.10	Summary	107
<b>4</b>	<b>CONTINUOUS PROCESS IMPROVEMENT</b>	<b>109</b>
4.1	Quality Continuous Process Improvement	109
4.2	Kaizen	110
	Kaizen Five-S Framework of Workplace Organization	116
	The Kaizen Way of Thinking/Managing	120
	Examples of Kaizen	121
4.3	PDCA Cycle	122
	The History of PCA Cycle	125
	The Usage of PDCA Cycle	125
	The Steps of PDCA Cycle	126
4.4	Six Sigma	129
	Elements of Six Sigma	130
4.5	Improvement Strategies	136
4.6	Summary	142
<b>5</b>	<b>TEAMWORK AND EMPOWERMENT</b>	<b>145</b>
5.1	Teamwork	145
	What is Teamwork?	146
	The Dimension in Teamwork	147
	Element of Efficient Teamwork	147
	Importance of Teamwork	148
	Potential Benefits of Teamwork	149
	Interrelationship between Teamwork and TQM	150
	Teamwork Transformation	153
	Seven Factors Affecting Teamwork	153

	How to Understand Teamwork	155
	The Challenge to Teamwork	156
5.2	Employee Empowerment	157
	What is Empowerment?	158
	The Dimensions of Empowerment	159
	Top Management and Empowerment	162
	Importance of Empowerment	163
	Potential Benefits of Empowerment	164
	Empowerment vs. Quality	165
	Interrelationship between TQM and Employee Empowerment	165
	How to Implement Employee Empowerment	169
	The Challenge to Empower	173
5.3	Summary	175
<b>6</b>	<b>CUSTOMER AND CUSTOMER SATISFCATION</b>	<b>177</b>
6.1	Introduction	177
6.2	Customer	178
	The Importance of Customers	179
	Consumer Rights	181
	Consumer Acts	183
	Customer Satisfaction	184
	Feedback	185
	Complaint	186
	Retention	187
	Increase Customer Loyalty	187
	The Importance of Customer Retention	188
	The Ways to Improve the Customer Satisfaction	188
6.3	Case Study	193
6.4	Conclusion	200
<b>7</b>	<b>ISO 9000</b>	<b>203</b>
7.1	Introduction	203
7.2	ISO 9000 Standards	203
7.3	Quality Management Principles	205
	Principle 1: Customer Focus	206
	Principle 2: Leadership	206
	Principle 3: Involvement of People	207
	Principle 4: Process Approach	208