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To be productive and successful as a manager, you don't just need creativity, knowledge and an acute sense of the great image, but also to achieve the importance of observing some procedures and following a good basic sense to promote a successful workers environment and Staff. The ability to listen is an essential quality for a manager. Through positive communication, a manager can settle as purposeful, open to new ideas and respectful of the opinions of others. Receiving criticism from colleagues requires the touch. Managers should support the initiative of others and be able to accept and work with their suggestions and changes. A manager can be a role model and a mentor. It is essential to observe an open door policy, make sure that the staff members have appropriate tools, training and supervision and are able to delegate activities. It is also important to show appreciation for employees and treat them with respect. Projection of a professional but friendly attitude will help to get the interviewee at ease, allowing them to be more open and available in her answers. A manager should be involved with his team. Interacting actively with collaborators and employees, listening to ideas or concerns, and actually communicating to implement changes or new procedures will maintain the focused team and moving in a positive direction. The management of the total quality, or TQM in short, is a business management policy that tries to infuse awareness and push towards quality in all parts of a company's operations. Total quality management is a Business Customer Centric business strategy as its attention to quality it always refers to customer satisfaction with a product or service. The goal of this system is to create long-term success through a very satisfied customer base with loyalty to the company due to great quality and care in order to guarantee all their needs are satisfied their expectations . TQM is a strategy that must be established at all business levels in order to have the desired effect. All from management, to call downtown employees, and even assemblers on a manufacturing plan that do not come into contact with the customer, they must all be aware of the total quality system and now enter it. TQM poses particular attention not only on the quality of products and services, but on a commitment to continuous improvement of processes, products and services. Employees of all parts of the supply chain, often submitted education and team building periodic exercises to improve their attention to quality and understand how their position refers to customer satisfaction and company success. Another aspect of TQM is that the company to practice the quality of their products again, often offering warranty on products, or free assistance service, troubleshooting, repair, or exchanges. One of the advantages of pursuing total quality management as a business strategy is the creation of a loyal customer base with loyal to society. Drawing to customers once it is usually much easier to get them to get back and more and more times - a new restaurant will attract people for curiosity, but only if food and service is great, you are those customers to go back . TQM can also translate into products and services with fewer defects that meet customer needs, more exactly. The negative aspect of TQM can be said to be a loss of productivity due to the worker's need to be concentrated on the customer at all times. Training and other exercises consume time that could Spent producing value, and such a system can have a negligible impact for some positions, especially those that do not have contact with the customer, such as the staff cleaning or workers' assembly, for example. Total Quality Management or TQM creates a strategic focus throughout the company continuous improvement based on customer needs. Starting from the 1980s and reaching its maximum popularity in 1990, TQM served as a predecessor for the management of quality and Six Sigma initiatives. To successful success Modification of corporate culture by applying TQM requires engagement and management support. Initiation of a TQM program with its associated costs and cultural change requires commitment by senior executives. Before starting a TQM program, the managers of business management and division need training in TQM Core techniques and access to data that demonstrate productivity and advantage of approach costs. After training, senior management should appoint a TQM manager or instigator to develop an implementation strategy and work with human resources to create employee training programs. Select a manager with the possibility to control resources and with direct and frequent access to senior management. The TQM manager needs to create a team of well-informed line managers on TQM to support and communicate the principles and main expected behaviors in a TQM-based organization. The facilitators help to acquire resources, making time available for training and recognizing and rewarding individual employees for their quality efforts and ideas for continuous improvement. It is the task of line managers to facilitate TQM adoption in their area and remove obstacles to implementation. Use of managers to form employees in TQM, rather than using external consultants or human resources trainers, communicates the perceived importance of TQM to society. Being required to teach TQM leads to greater competence in the management staff, because they must understand the approach and techniques to teach them to employees. If managers cannot teach the entire TQM course, they should strengthen the importance of each class of training by introducing training and the executive commitment rest towards the process. Managers should submit planning and results based on TQM during staff routine meetings and individual performance reviews. Managers must practice TQM, as well as preaching it, using data collection and data planning tools such as flowcharts, causes and effective diagrams, wall and control graphics. Use the customer's preferences data to guide the decision-making process. Provide frequent reports to staff and senior management highlighting the continuous improvement of key performance indicators. Traditional and total quality management differs in philosophy, implementation and measurement. In traditional quality management, supervisors tell employees what to do based on the objectives and short-term objectives of the organization. With total quality management, all members of an organization is $\hat{A} \in \hat{a}, \rightarrow$ "from the lowest employee at the highest executive - pursue long-term success in terms of customer satisfaction. With traditional quality management, the Company defines its quality standards and determines whether a particular product is acceptable. In the total quality management, customers determine the quality of the product. A company can modify its standards, train employees or review its processes, but if Customers are not satisfied, then the organization does not produce a quality product. The traditional quality management emphasizes the achievement of short-term objectives, such as the number of products produced or profit earned in a quarter. The total quality management examines Long-term improvements in how a product and sustained customer satisfaction is produced. If you find Defects ATTR Averso the traditional management of quality, managers identify who is responsible and kept them responsible. With the total management of quality, managers and employees look how they can improve quality by changing processes To produce a product. In traditional quality management, managers rely on their authority as supervisors to tell employees what to do. They can even use fear to motivate and threaten to disciplinary or even to dismiss employees. In the total quality management, employees have the opportunities to improve themselves. They are rewarded for the achievement of individual, departmental or organizational objectives. With traditional management, only employees who are directly involved directly The production of a product is responsible for its quality. With the total quality management, all in an organization - including the best executives - are responsible for the quality of each product that the company produces. In traditional management of quality, supervisors and employees resolve problems and law on the basis of their knowledge, unobtiveness and individual instincts. In the total quality management, more employees, teams or departments solve problems and make decisions based on substantial data. Each employee plays a specific role that is closely defined by a supervisor in traditional quality management. The total quality management involves managers and employees who work together in an integrated capacity that involves more than a role or responsibility at a time. Traditional quality management requires reproduction of any product with defects. It turns to problems as they derive from it, resolving them on a case by case basis. The total quality management, on the other hand, emphasizes the elimination of waste and the increase in efficiency so that a product is produced correctly the first time. Stresses the continuous improvement of the process, systematically solving issues. $\hat{A} \in \hat{a}, \rightarrow$ "If Japan can ... why can't we?" $\hat{A} \in \hat{a}, \rightarrow$ "The name of an American television show on the NBC network credited as the beginning of the world revolution $\hat{A} \in \hat{a}, \rightarrow$ "A "Quality, \hat{A}, \hat{A} " This movement has reached about 70 years and at the beginning of the 1980s since countries around the world have taken note of Japan's leadership in the production of high quality goods and services to a competitive price. Other countries aimed at understanding how Japan was getting such success and started studying their methods and processes. They have discovered a set of principles arranged by Dr. W. Edwards Deming, driving the Japanese through this process: a better product design, uniform product quality, improved product tests and greater global market sales. From this discovery has arrived a total quality management (TQM) $\hat{A} \in \hat{a}, \rightarrow$ "a US sales strategy to emulate the successes of Japanese. This piece will define TQM, will explain its benefits, outlines its fundamental principles and give examples real life for sales leaders to implement their strategy. The definition of TQM comes from every word in its name. First of all, Total $\hat{A} \in \hat{a}$ describes the process as it involves all the members of the organization, from the fulfillment of the order to marketing to sales. Everyone is working towards the same goal, and all teams are responsible for results. Management, derives from managers and managers who supervise the process, identifying errors to be set and focus on improving efficiency. Quality is From the general goal of the TQM: an increase in the quality of the product and the value that can provide customers. This managerial process can provide a variety of advantage I to the companies that choose to use the strategy: greater productivity in employees because all the staff includes what is provided by them and how their work tasks contribute to the general success of the company. A greater morale of employees as all team members know what is expected from them and work safely to achieve their duties. Simplified business processes as operators create an accurate framework with strategic methods to follow these daily activities are not scattered and disunited. TQM increases customer satisfaction while changes and business processes are specifically issued to provide higher quality assets and greater value to customers. High quality products, in turn, increase sales as customers take note of its value. Free marketing through Customers like faithful customers are more likely to become fierce promoters who advise you with friends, family and anyone will listen to. The principles of the total quality management since it focuses entirely on a general business strategy, sales managers must include the principles of the TQM to succeed when implement it for their business. The total customer quality management is a customer focused approach. Rotate around solving for the customer and working to change how to create create product or service to provide them with a greater value. To ensure that you do it, you need to determine your clients, wishes and desires, and the success of your customers. You've probably already done it, but you can get more information about your customers by creating purchaser person, soliciting customer reviews and feedback and conduct interviews or to customers. Overall, this means that although TQM can help your activities (through increased productivity), the whole process that occurs should be based on customer resolution. Although Effective Leadership involves the entire company, TQM is a management style established, coordinated and led by business leaders. You, the manager, runs to join your organization and develop strategies and plans that provide your employees with the training they need to succeed and a sense of direction from the processes that layout for them. Essentially, you are one of the fundamental pillars of your success TQM. Without setting goals and objectives and actively communicate with employees, it will be difficult to achieve success. The total employee buyer, another key element of TQM is the total look - all employees participate and work together to meet common goals. Without the buy-in total, will be hard to achieve the success you're hoping \odot because your teams are not all aligned. Encourage participation at the enterprise level, providing employees with all the necessary training. When employees feel prepared, and how their managers are working to help them feel prepared, is more likely to be willing to participate \odot because they feel as if they were included and supported through the process. You can also work to encourage buy-in by reducing the fear of fear of punishment feelings. He stressed that TQM is a way of living management, as there is bound to be roadblocks along the block and modified so that it will be dealt with as a whole. Problems that arise resulting from the changes that are adapted or because of something that was solved in the wrong way, not because of an individual employee. To encourage this buy-in can also become more manageable when you recognize successes as they happen, so employees can feel proud of their results and understand that hard work is paying off. In turn, this also inspires conservation, pride and responsibility in your employees. Also this management style is based on the process. While you might understand that something needs to change, you can not just say, okay, canniammo and expect to be successful. You need to identify areas for improvement, understand the failures and the locking blocks and develop a strategy that will help you to encourage and empower your employees to succeed in their new work processes. It's also important to realize that, as a manager, bankruptcy is not a be-all-end-all. The failure can inform your process and help you discover the neglected opportunity for change. Strategic Approach Just as TQM is based on the process, is also heavily based on the strategic management of many developed processes. This way, you can ensure that all teams have thoroughly strikers to their processes and produce products or services that will provide the most value to your customers. You can think of it like this: since \odot TQM is successful through the participation at the enterprise level, most teams work together. However, all these teams are not necessarily the same job. You probably created several processes and plans for each team according to their job descriptions, as several tasks for marketing, product teams and employees face the customer. Strategic comes into play because it is the management of various processes and guarantees that work in collaboration with each other as a cohesive strategy. Data-based decisions that you don't simply make assumptions about performance; You need concrete data to draw accurate conclusions to understand how the TQM process is going. Aim to continuously collect data and analyze it to do it Decisions, changes and improvements. Consistent communication If TQM is an entirely new strategy for you, it's also new to your employees. Effective and coherent communication plays a great role in maintaining the morale of employees, in particular for a new approach that can make employees nervous. If everyone knows what is happening, and how your processes are going, employees will feel more confident in their work processes rather than spreading into confusion. Consider the creation of official contact lines with all teams, employees and stakeholders and conducting a regular group and check-in to ensure that everyone is on the same page. Continuous improvement as mentioned above, TQM is a continuous and evolving process. Since everything concerns the supply of greater value to customers, the continuous improvement of the process is imperative to better meet customer needs. Something that may wish today may not be the same thing they want in two years. It is important to recognize this and face and make changes to your strategy every time it is necessary. Examples of TQM while the total quality management is a model in sA \odot and for itself, various strategies derive from key elements of the process. These models are suitable for different business needs and we will be over five below. 1. Distribution of the Quality Function This model focuses on the TQM customer pillar, in which business leaders consult with customers, include their needs and their expectations and create a report matrix that provides an understanding of how business It is (or not) meets the customer needs. The graph below is a common example of a TQM flowchart that managers use to decide an action line and understand business services in relation to customer needs. Image source 2. The Guru approach The Guru approach uses the knowledge and understanding of the key thinkers of the quality management industry as the Northern Star of Quality, so to say, towards understanding the shortcomings. Because every person has probably his own interpretation, this method is valuable for organizations in a variety of industries as they can choose a leader that concerns most of their needs. A manager can participate in a workshop discussion or simply study the writings and work of a leader of thought and work to implement the methods they discovered. The following are considerable thinkers in the management of quality: 3. Approach of the organizational model This approach focuses on the search for other companies that employ the TQM to understand how they have achieved their success. When these metrics are identified, the business works therefore to understand how they can benefit from these methods and works to incorporate them into their processes. 4. Approach of the award criteria This strategy focuses on the use of a reliable TQM Quality Prize criteria to identify the areas of improvement. It is essentially the use of the address book for having awarded the prize as a guide to discovering and implementing changes within a company because the award criteria define success. The following are reliable quality prizes: 5. Six Sigma Six Sigma is a strategy that aims to improve product quality or business service "to discover defects, identifying their causes and improving defective processes to produce better results. It is a strategy guided by the data that uses more statistical processes, while following the DMAIC system: define, measure, analyze, improve, control. The industries of origin of the image that use this strategy are healthy, finance and education. On the quality of your products and all-in-everything products, TQM is intended to provide one of the elements of its name: Quality. While involving corporate changes, it is centered on the creation of these changes to ensure customer satisfaction and loyalty. Take the $\hat{a} \in$

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