

Assured quality and evaluation of the manufacturing sector's by the execution of overall quality management

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Abstract

Every business now abides by the new maxim of total quality management. It is described as the organization's whole workforce working together to continuously enhance the quality of its output. The current investigation was carried out at Maha Cements, a cement manufacturer in Hyderabad. for gathering the information and input. One of the quality philosophies is used by the Toyota Company in Japan, General Motors in the United States, Honda Company in Japan, Maruti Udyog in India, Tata Steel, TVS Group of Businesses, and Mahindra & Mahindra Group of Companies.

There are so many intellectuals working towards the principles of Quality management system. Edward Deming, Shewart, Juran are pioneers for implementing the quality management principles and given number of demonstrations throughout the world for development of quality systems in organization.

Introduction

The Total Quality Management principles not only applicable to organizations and it can be adopted in service organizations as well. Applo Hospitals, Sun Rise Hospitals, in Hyderabad has adopted Total Quality Management System in their service organizations. Quality is considered as one of the fundamental components of any product that is essential not only for firms' sustainability but also for customers retention. It is a key factor that provides the competitive edge to the organizations over their rivalry firms, that is why considered important for their survival. Therefore, recently, businesses particularly, manufacturing concerns paid much attention towards maintaining their products and service quality. They are continuously working on quality enhancement by compliance of international quality standards. The total quality management (TQM) practices and quality management system (QMS) in this regard play an integral role in enhancing the product quality and even decreasing the manufacturing expenses. Previous studies confirmed that QMS and its practices help the organizations to address client's requirements, whereas its effective implementation provide a competitive edge to the firm in the market. One of the most challenging parts of implementing QMS in any organization is the culture of quality prevailing in its departments and sectors.. Powell, (1995) additionally it is indicated that various segments and parts of QMS should work with legitimate combination for the successful execution of it in the organizations. The technologically advanced countries like USA, Japan, and the UK presented and implemented ISO standards in their associations. Motivated by the successful execution of ISO gauges in advanced nations, the manufacturing association of emerging countries also started implementing of ISO standards. The developing countries are also following these standards to meet the customers' demands and remain in the competitive market. ISO offers an assortment of advantages to the businesses. These advantages incorporated improved quality, better efficiency, and greater market exposure. The pace of selection and adoption of ISO principles is very high in all the business segment of Pakistan. Government is also directed the firms to implement the quality standards. Therefore, this study investigates and compares the level of adoption of ISO standards in the manufacturing concerns of Pakistan and analyse its effect on performance of the firm. But not all the organizations that acquire ISO certification implement QMS in its real sense and spirit to gain business advantages. ISO certification has now become the mandatory requirement for

all types of organizations by international traders. The under considered manufacturing organizations which are running their business in Pakistan are also not only take a keen interest in the ISO certification but implementing the QMS to improve their performance. But with the best of our knowledge no study has yet explored the QMS role in refining the production of manufacturing associations, especially with regards to the emerging economies like Pakistan. Therefore, this study endeavors to explain a significant impact of QMS on the performance of manufacturing industry in Pakistan as it focused on the implementation of ISO 9001-2008 that play a vital role in the betterment of the organizations as well as in their international recognition. Most of the manufacturing organizations in Pakistan are ISO 9001 certified organizations, and they have implemented QMS according to the guidelines of ISO 9001 standards. QMS with manufacturing execution systems develop the strategies and provide complete information about the product development process that help to improve its quality, design, features and customers' requirements in future. This information also helps to achieve production optimization, allowing quicker ramp up in manufacturing, decreasing delivery time and risk, wastage and per-item cost. It also improves the understanding of the researchers about the sections of QMS including its general requirements, management responsibility, resource management, product realization, measurement, analysis, and improvement in the product quality. The manufacturing sectors through ISO implementation can produce better quality products, expand business opportunities and expected to make a significant monetary contribution in the economy.

The objectives of the Present Study

- a. Understand what total quality management (TQM) and why it is important.
- b. Outline the various definitions of quality and project TQM's viewpoint about Quality
- c. Bring out the characteristics features of TQM
- d. Give special attention the way TQM has been presented as a model.
- e. Making the organization flexible and learning oriented to cope with change
- f. Provide confidence to its internal management and other employees that the requirements of quality are being fully filled.
- g. Provide confidence to the customer and other stakeholders
- h. Improve the quality of its own operations.
- i. Achieve, maintain, and continuously improve the quality of products
- j. Reduction of the lead times
- k. Increase of the flexibility and profitability
- l. Early mistake recognition
- m. Mistake prevention as a preventive step

Purpose of the Present Study

1. Reduction in wastage: It ensures things are done right and first time ok, so this reduces wastage and defects Quality Assurance. TQM guarantees that all the products and even operations in the org. are of a certain quality standard. This promotes trust to the consumers and also maintains a healthy environment for employees.
2. Customer-base: TQM focuses on the needs of the customers and can be used effectively, to make changes to the existing product design to meet such needs.
3. Failure Analysis: TQM is a statistical tool also. Hence provides a learned person with the faults and failures in various processes. This in turn can be used to make corrective progress.
4. Make Continuous Improvement: This is because changes will enable the organization to develop and explore quality.

5. Managing Supplier Quality
6. Employee empowerment
7. Process improvement:

RESEARCH DESIGN

This research is of EXPLORATORY RESEARCH DESIGN .I will used the questionnaire method for collecting the data.Data collection: This data is primary data, which I'll collect with the help of questionnaire.The secondary data will be collected from company policies, net, Journals etc. The data collected will be analyzed and the same will be interpreted. The compiled data will help me to arrive for conclusion which will help me to give suggestions.

NEED FOR THE STUDY

1. Reduction in wastage: It ensures things are done right and first time ok, so this reduces wastage and defects
2. Quality Assurance: TQM guarantees that all the products and even operations in the org. are of a certain quality standard. This promotes trust to the consumers and also maintains a healthy environment for employees.
3. Customer-based: TQM focuses on the needs of the customers and can be used effectively, o make changes to the existing product design to meet such needs.
4. Failure Analysis: TQM is a statistical tool also. Hence provides a learned person with the faults and failures in various processes. This in turn can be used to make corrective progress.
5. Make Continuous Improvement
6. Managing Supplier Quality: Company Concepts must extend to company suppliers.
7. Employee empowerment: Increased employee involvement in design and planning.
8. Process improvement

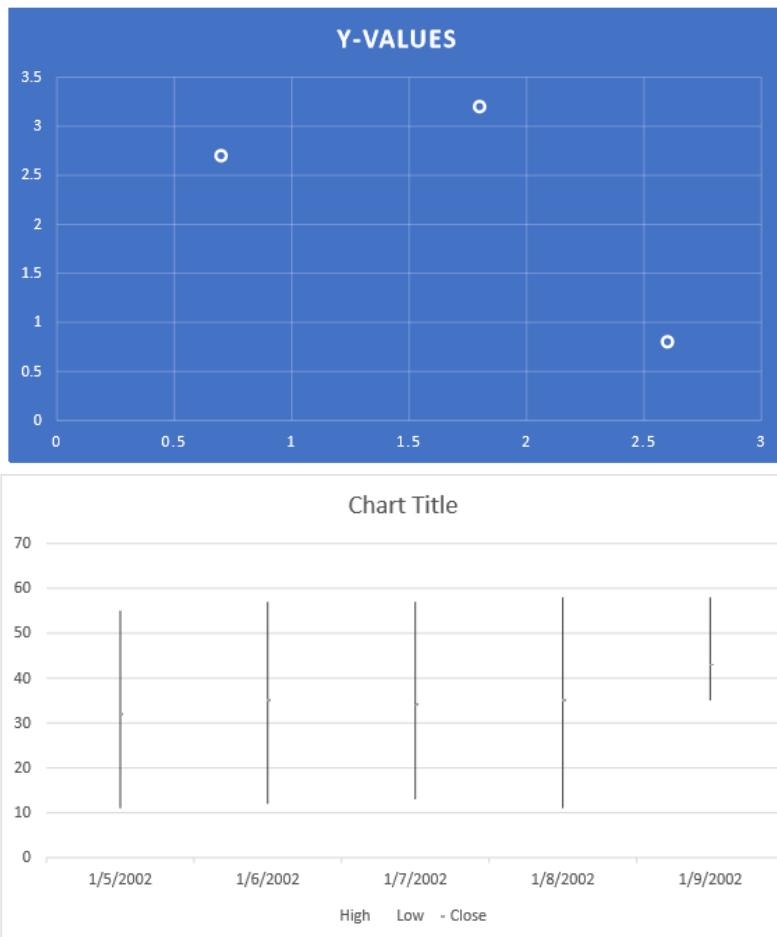
Expected Contribution from the Study

- a. Complete Understanding the tools & Techniques of TQM.
- b. The TQM Implementation challenges in Indian Manufacturing Industry.
- c. Future trends of TQM in Indian Manufacturing Industries.
- d. How to coordinate between Men, Machine and Mechanism in effective Implementation of TQM.
- e. Contribution of TQM to Indian economy by its Implementation in Industries.
- f. Planning, Organizing, Coordinating, Implementing & Controlling TQM.

Limitations of study: Many of the problems associated with quality programs are the result of increased complexity.

- a. Employees of the organization may hide the fact.
- b. The management did not agree to disclose all the confidential data.
- c. Numbers of respondents are very less, so clear conclusion can't be drawn.
- d. It must meet specifications.
- e. It must be fit for the use to which it is put by the customer.

- f. It is a tool for restructuring is its focus.
- g. Initially higher cost of production as more is recognized as rejects.
- h. Cost of training personnel.
- i. Cost of implementing stages of feedback for employees.



CONCLUSION

The quality management system's guiding concepts are being pursued by a large number of thinkers. Pioneers in the application of quality management concepts, Edward Deming, Shewart, and Juran have performed numerous demonstrations for the creation of quality systems in organisations throughout the globe.

The concepts of total quality management are not just relevant to businesses; service organisations may also embrace them. In their service businesses, Applo Hospitals and Sun Rising Hospitals in Hyderabad have embraced the Total Quality Management System.

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