



MUSLIM ARTS COLLEGE

A Muslim Minority Institution - Estd 1982

Affiliated to Manonmaniam Sundaranar University, Tirunelveli, Recognized u/s 2(f) & 12(B) of UGC Act.
Azhagiemandapam, Thiruvithancode - 629 174, Kanyakumari District, Tamil Nadu, India.
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ISO 9001:2000
Reg. No. : RQ91/2688

Dr. G. Edwin Sheela, M.Sc., M.Phil., Ph.D.,
Principal

Date :

1.1 Curricular Planning and Implementation




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S. Swetha

Internal Exam-I

BSc Fashion Technology

QCAP.

III - Year

Roll No: 11



1. Total Quality Management:-

Definition:-

★ Total quality management abbreviated as TAM is a people oriented management system. All the members of the organisation makes continuous efforts so as to maintain high con standards in all operations of the company

★ Its main aim is to make a customer loyalty and satisfaction at a constantly lower cost

★ TAM is the overall system approach and the essence of top level strategy to gain long-term success, by the way of customer satisfaction.

Phases of Total Quality Management:-

Planning phase

↳ Doing phase

↳ checking phase

prepare themselves to confront other challenges.

Principles of Quality management:-

* Long-term management commitment to quality.

* Preventing and not detecting defects.

* Customer-focused.

* Measurement of quality.

* Synergy of teams.

* Training.

* Measurement of quality.

* Universal quality responsibility.

2. Quality Circle:-

* A Quality Circle is a voluntary small size group of workers who do the same work, who meet regularly to identify analyze and solve work related problems.

* The group is usually led by a supervisor or manager and presents its solutions to management where possible.

* Workers implement the solutions them-

selves in order to improve the product, the



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DECLARATION

I hereby declare that the details and information given above are complete and true to the best of my knowledge and belief.


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