



Asadullah Khan

email: [asad@asadkhan.com](mailto:asad@asadkhan.com)

<http://www.asadkhan.com>

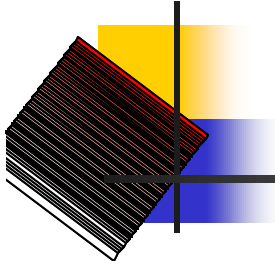


# What is TQC

---

- ✍ Organised Kaizan Activities
- ✍ Involving everyone
- ✍ Totally systematic and integrated effort
- ✍ To improve organizational performance
- ✍ Increase customer satisfaction

# TQC Practices in Japan and the West



## Japan

- ✍ deals with quality of people
- ✍ customer-oriented
- ✍ upstream
- ✍ process-oriented, aimed at improving the total performance
- ✍ company-wide, everybody's responsibility

## West

- ✍ deals with quality of products
- ✍ manufacturer-oriented
- ✍ downstream
- ✍ product-oriented, aimed at detecting and eliminating defective parts
- ✍ responsibility of quality control managers



# 7 Main features

---

- ✍ **Company-wide** TQC, involving all employees, organization, hardware, and software
- ✍ Emphasis on **education and training** for top management, middle management and workers
- ✍ **Quality control (QC) circle** activities by small groups of volunteers
- ✍ **TQC audits**
- ✍ Application of **statistical methods**
- ✍ Constant revision and **upgrading of standards**
- ✍ **Nation-wide** TQC promotion



# Target Areas of TQC

---

- ✧ Product Quality Improvement
  - ✧ Quality assurance
  - ✧ New product development
- ✧ Improvements in the Workplace
- ✧ Cost reduction Safety Productivity improvement
- ✧ Management
  - ✧ Education and training
  - ✧ Organizational / systems development
  - ✧ Cross-functional management
  - ✧ Policy deployment
  - ✧ Quality deployment
- ✧ Supply, Production, and Selling Chain
  - ✧ Supplier management
  - ✧ Meeting production quotas
  - ✧ Meeting delivery schedules
  - ✧ Marketing Sales Services



# Example Goals (Steel Mills)

---

- ✍ To provide products and services that satisfy customer requirements and earn customer trust
- ✍ To steer the corporation toward higher profitability through such measures as improved work procedures, fewer defects, lower costs, lower debt service, and more advantageous order filling
- ✍ To help employees fulfill their potential for achieving the corporate goal, with particular emphasis on such areas as policy deployment and voluntary activities