



TOTAL QUALITY MANAGEMENT

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ABSTRACT

TQM is a technique used by manufacturing and service organizations to meet or exceed the expectations of the customer. There are three key philosophies in this approach. One is a never-ending push to improve, which is referred to as Kaizen; the second is the involvement of everyone in the organization; and the third is a goal of customer satisfaction. In this project we do research about a philosophy of Total Quality Management and discuss about the methods and tools in Total Quality Management.

To complete this project we find out the information from book, internet, journal and do industrial visit to see the actual implementation of TQM there. Beside that we also interview and meet somebody can help us and know more or have experience in TQM.

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CHAPTER 1

INTRODUCTION

1.1 Background of Project.

This final project, KJP 365 is one of the subjects that must be done by final year student to complete our course. We choose research about Total Quality Management (TQM) for this project. To complete the project we find the information about TQM by books, Internet, magazine and journal. Besides that we also do industrial visit, interview and meet somebody can help.

For this project we find out the philosophy of Total Quality Management in production. It is because TQM must be involve in all department, its very big project so we just choose one department. In the project we search about kaizen, involvement of everyone and customer satisfaction. We also discuss more about the methods and the tools that the company or industrial use.

1.2 Objective of Project

- ❖ Identify the philosophy of TQM in Production.
- ❖ Discuss the methods and tools in TQM refer to Production.

1.3 Scope of Project

- ❖ Study TQM in Production for factory in Penang and Malacca.