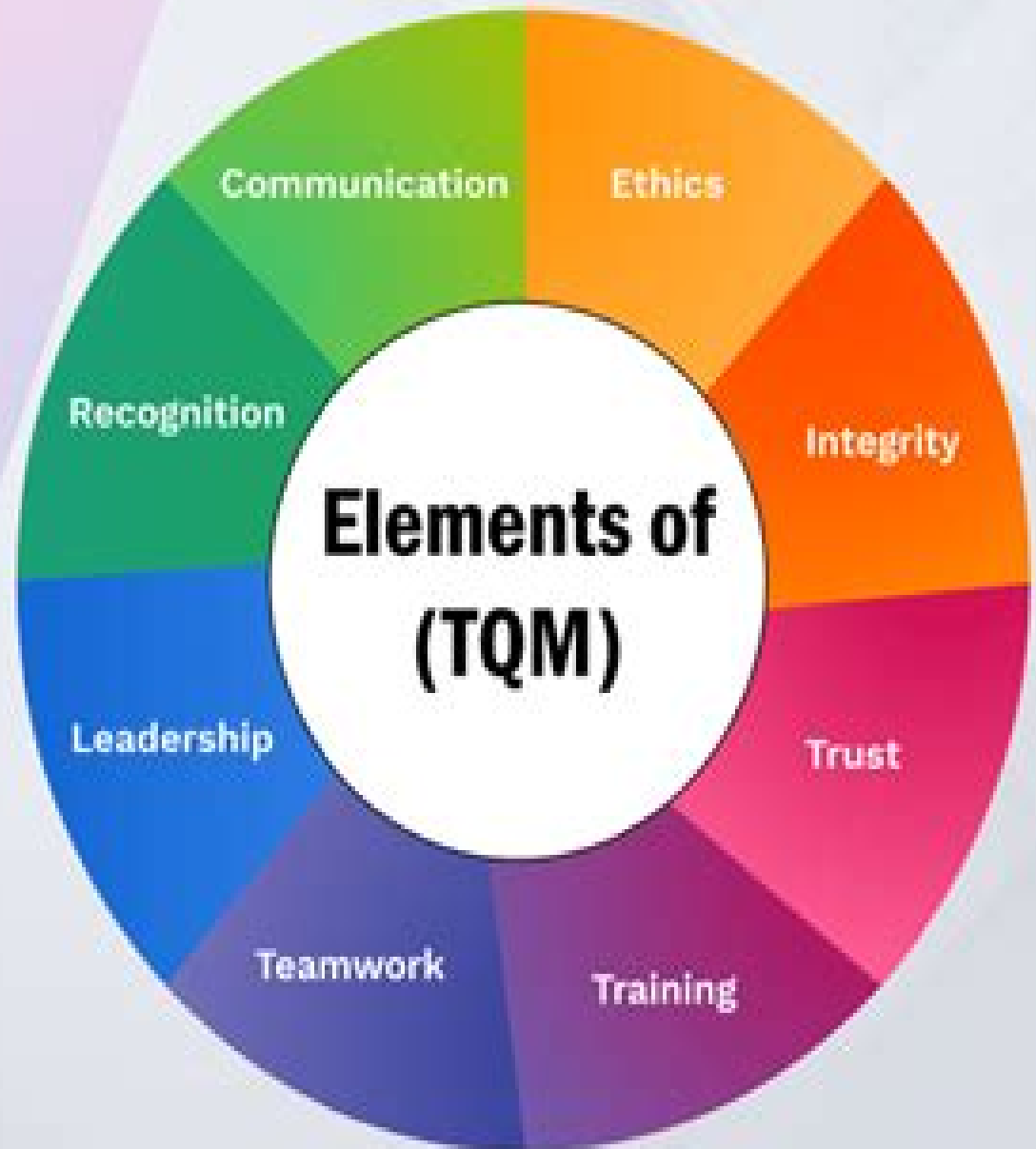


8 Elements of Total Quality Management (TQM)



Customerdriven Quality Management

Marit Breitfeld



Customerdriven Quality Management:

Customer-driven Quality Management Johnson Aimie Edosomwan,1997-01-01 *Customer-Oriented Quality Management in the Automotive Industry* Marit Breitfeld,2005-02-28 Inhaltsangabe Abstract In times of severe competition it is of crucial importance to create a competitive advantage to differentiate from the competitors and to sustain the business of the company This thesis intends to show that a customer focused quality management is one way to create a sustainable competitive advantage Quality controls along the whole value chain before during and after production leads to failure free products which save costs on the one hand and have thus a positive influence on the company s revenue On the other hand failure free products that meet the customers expectations lead to satisfied customers who build up a brand loyalty and conduct retention sales which have a positive influence on the company s sales market share as well as the overall image Furthermore this thesis points out that it is important to listen to the voice of the customers and get an insight in the customer s needs and wants To fulfil or even exceed their expectations leads to customer satisfaction which is a key to success in today s business world In addition the customer demands in regard of quality are growing continuously and new technologies are appearing on the markets on a regular basis Therefore the producers are forced to keep to the latest technology developments and to get hold on the changing customer needs But even without this external pressure quality improvement is justified from a cost point of view The applicability of a customer oriented quality management is shown in the practical part of this thesis when the quality of the Saab models is analyzed from the customer s perspective Due to the arguments outlined in this thesis it can be summarized that a quality management with a focus on the needs of the customers in should become a core strategy of any company producing and selling products in order to create customer satisfaction and sustain the business This thesis deals with the field of quality management in the context of customer satisfaction To show the practical applicability of quality management this thesis is looking at how quality management is conducted in the automotive industry as we compare the Initial Quality Study IQS from the market research institute J D Power with a survey that was internally conducted at the Saab Automobile AB Today s business environment creates a growing need for quality management Tougher competition leads to the demand for cost savings and higher **Customer-driven Project Management** Bruce Barkley,James H. Saylor,1994 Total Quality Management TQM is one of the hottest new management techniques developed in recent years This book introduces project managers and engineers to the concept of TQM and demonstrates how to put quality improvements on line A unique eight phase system shows readers how they can become key team players working with management to meet customer needs without sacrificing schedules or running over budget **Customer-driven Quality Journal** ,2000 **Lecture Notes | Total Quality Management Book PDF (BBA/MBA Management eBook Download)** Arshad Iqbal, The Book Total Quality Management Notes PDF Download BBA MBA Management Textbook 2023 24 Lecture Notes with Revision Guide Total Quality Management Textbook PDF Notes

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Total Quality Management, (Revised Edition) ,2011

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is primarily highlighted why the principles of TQM are widely incompatible with traditional top down management approaches Moreover the need for local adaptation of TQM practices of global companies due to cultural differences is pointed out In this context the different approaches to quality management in Eastern and Western countries are stated

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