



Total Quality Management (TQM)	a management approach that emphasizes the entire organization improving all dimensions of the products and services that are important to the customer includes: - quality leadership - customer focus - total involvement of workforce - continuous improvement
Goals of TQM	1. Careful design of the product or service 2. Ensuring that the organization's systems can consistently produce the design
Foundation of TQM	the determination of quality specifications and the costs of achieving those specifications
specifications	define the target value of something and the acceptable limits about the target
Design Quality	inherent value of the product in the marketplace
Dimensions of Design Quality	1. Performance - primary product or service characteristics 2. Features - added touches, bells, whistles, secondary characteristics 3. Reliability/Durability - consistency of performance over time 4. Serviceability - ease of repair 5. Aesthetics - sensory characteristics 6. Perceived Quality - past performance and reputation 
conformance quality	degree to which the product or service design specifications are met do right things wrong (failure)- high design quality, low conformance quality do the right things right (winner)- high design quality, high conformance quality do the wrongs thing wrong (failure)- low design quality, low conformance quality do wrong things right (failure)- low design quality, high conformance quality
Cost of Quality (COQ)	Expenditures related to achieving product or service quality - estimated at 15%-20% of every sales dollar

Opm Test Study Guide 2013

R Pring



Opm Test Study Guide 2013:

Unveiling the Magic of Words: A Review of "**Opm Test Study Guide 2013**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their power to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Opm Test Study Guide 2013**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve into the book's central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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