

Section - 4

Q-8 Quality → It conveys different meanings to different people when referring to a product. It generally signifies the degree of its excellence. Therefore, the quality is defined as "fitness for use or purpose" by Joseph M. Juran.

Total quality management → TQM is an enhancement to the traditional way of doing business. This is a combination of three words

Total → Made up of the whole

Quality → Degree of excellence a product or service provides

Management → Act, art or manner of handling, controlling, directing etc.

TQM is defined as both a philosophy and a set of guiding principles that represent the foundation of a continuously improving organization. It has been realized that the inspection alone can not build quality into a product and should continue during various stages of its development and manufacturing.