

Q → Quality Management :-

Quality is a measure of user satisfaction provided by a product.

Functional efficiency

Appearance

Ease of installation

Ease of operation.

Safety

Reliability

Maintainability

Running and maintenance

The control of both these aspects of quality is important, if the end-product has to meet customer acceptance.

Total quality management →

TQM is an extension 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.