Strategic management and total quality management: challenges and choices

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Research Basics
a. strategic analysis.  b. the total organisation.  c. strategy formulation. d. strategy implementation.  
c. a process directed by top-management with input from other stakeholders that seeks to achieve above-average returns for investors through effective use of the organization's resources.  
d. the full set of commitments, decisions, and actions required for the firm to achieve above-average returns and strategic competitiveness.  

Ans. d.  

27. The goal of the organization's _ is to capture the hearts and minds of employees, challenge them, and evoke their emotions and dreams.  
a. vision.  b. mission.  

Total Quality Management (TQM): A strategic approach to management aimed at embedding awareness of quality in all organizational processes.  
EXAMPLE. 'Lean' is based on the Toyota Production System, which aimed to minimize overburden, inconsistency and waste. It was developed between 1948-1975, and was a precursor to lean manufacturing.  
FULL TEXT. Total Quality Management (TQM) is an integrative philosophy of management for continuously improving the quality of products and processes.  
Overview. TQM functions on the premise that the quality of products and processes is the responsibility of ever Total Quality management (TQM) is a continuous effort by the management and the employees of an organization to ensure long term customer loyalty and customer satisfaction.  

Lets discuss the concept of TQM in detail.  They need to come up with the various challenges they face in their day to day operations and also analyze the problem's root cause. Employees are required to do necessary research and collect relevant data which would help them find solutions to all the problems.  
Doing Phase. In the doing phase, employees develop a solution for the problems defined in planning phase. Strategies are devised and implemented to overcome the challenges faced by employees. The effectiveness of solutions and strategies is also measured in this stage.  
Checking Phase. Total Quality Management (TQM) is a concept created by W. Edwards Deming. It was originally introduced in Japan after World War II to assist the Japanese in re-building their economy. The main focus of TQM was and is continuous quality improvement in the areas of product or service, employer-employee relations and consumer-business relations. Total Quality Management is a management approach that originated in the 1950s and has steadily become more popular since the early 1980s. Total Quality is a description of the culture, attitude and organization of a company that strives to provide custom