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Implementing total quality management / continuous improvement in managing everyday construction activities is relevant to all those who participate in and contribute to the construction process. What you will learn from this article: 1. A management style that focuses on customer satisfaction, the elimination of waste, and continuous improvement 2.

Total Quality Management: A Continuous Improvement Process

management to provide long-term top - to - bottom organizational support. An unwavering focus on the customer, both internally and externally. Effective involvement and utilization of the entire work force.

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Principles and Tools of Total Quality Management

Total Quality Management Principles: The 8 Primary Elements of TQM Total quality management can be summarized as a management system for a customer-focused organization that involves all employees in continual improvement.

Total Quality Management (TQM): What is TQM? | ASQ

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 customers with products and services that satisfy their needs.

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