

A Review of Research on Total Quality Management

QiuJing DI, Yingying REN

College of Economic and Management, Chongqing Jiaotong University, Chongqing, China

Abstract: In the contemporary, total quality management is becoming the driving force for the enterprise to control the production cost, guarantee the product quality, and carry on the safe production. The total quality management has been paid more and more attention by people. This paper lists some of the analysis and research results at home and abroad, at the same time, it gives some new suggestions and guidance to our enterprises in the overall quality management.

Keywords: Quality management; Total quality management; Production cost

1. Introduction

In the 21st century as "the century of quality", people are realizing that the quality for the importance of enterprise, quality management in modern enterprises in the core position, the quality of the products for enterprise development, brand establishment, product profit plays a important role. Visible, with the progress of the times, enterprises want from the technical level win over the other competitors, in addition to continuous independent innovation, in the whole process of the production of quality management implementation and quality concept is the penetration of enterprise winning a magic weapon. And total quality management not only to the quality as the goal, but also joined the whole process management and full participation of the new concept, which in modern society more able to adapt to the market diversification and challenge. Therefore, the comprehensive quality management has been gradually replaced by quality management, as a new management tool.

Is the quality of the product reliability and safety of the fundamental guarantee, especially with the improvement of living standards, more and more people in the purchase of goods, and pay more attention to is the product safety and health and bring long-term benefits, so the quality is in people's willingness to choose occupies proportion is more and more big. So, enterprises want to seize more customers, we should take product quality as the core, in the long run to plan the future of the enterprise. Total quality management, as a kind of widely used and effective means of quality management, should be the focus of enterprise management.

2. The Concept of Total Quality Management

Is put forward by the Feigenbaum TQM concept of, his definition of TQM: in order to be able to in the economic

level, and considering fully meet customer requirements under the condition of market research, design, manufacturing and after-sales service, the quality of the various departments within the enterprise research, and to maintain the quality and improve the quality of activities constitute one of an effective system. It emphasizes from the leadership of the company to the general staff of the various departments to participate in the company's quality management, and the use of scientific management methods to be responsible for the whole process of production and operation of enterprises, that is, in the design stage, production stage, stage, customer service process in all activities, to ensure quality as a starting point, in order to achieve the company's benefit maximization as the goal.

International standard ISO8402:94 "quality management and quality assurance" terms of the total quality management the following definition: an organization to quality as the center, to full participation for the foundation of a management approach, the purpose is through customer satisfaction and the organization of all members and social benefit to the long-term success of management way. This definition means that the company's all activities to around the quality of this topic to carry out, fully implement the TQM thought, according to TQM work management companies to the most economical method of production out customer satisfaction products.

3. Research Status at Home and Abroad

3.1. The domestic research status of total quality management

From quality management to produce so far, its development experienced in testing to production of defense, and ultimately produce the "3T": comprehensive quality, full process and full participation as the core of a comprehensive quality management. Along with the conti-

nuous development and progress of modern society, the quality management is also constantly emerging new ideas, new methods, and promote the further development of TQM. The research direction mainly includes several aspects: total quality management innovation, Lean quality management, TQM system standardization practice, service quality, and quality culture, TQM method and tool improvement, etc..The management of innovation, Pu Guoli et al. By comparison of quality management and supply chain management were found between the two is the existence of certain public domain, analysis of supply chain management and quality management fusion inevitability, and presents a prospect on the future of both the integration.

Lean mass, Xiao Song Zhao et al. In 2010 the hospital process based on Lean Six Sigma improvement model, applied to the outpatient department of the hospital to implement, achieved very good results, confirmed the effectiveness of Lean quality management. Lu Yongwei et al in 2014 will lean six sigma quality management model based on, can be applied to a pharmaceutical company, in view of the problems existing in the enterprise were analysis and improvement, to enhance the management ability of the company, bring higher interest and stronger competitiveness for enterprises. Yao Wei, who will Lean Six Sigma Application to enterprise logistics system, reducing the unnecessary waste of enterprise supply chain, but also to ensure that enterprise logistics system is more efficient and reasonable. Meng Qinglin in 2014, based on the lack of TQM in the enterprise operation, put forward a new concept of three-dimensional quality management model, in addition to product quality should also include business process management and organization system management

Quality culture, Wang Juan, Zhao Hongchun and so on in 2013 with three yuan analysis, found the development trend of quality culture, that is, to ensure the efficiency and fairness in order to promote the construction of quality culture.Brand strategy, Liu Ling, Xiao Lei in 2010 on the existence of problems in our country, put forward the brand strategy for enterprise efficiency and competitiveness has an important role. Yan Mingjie in 2014, the brand strategy to expand to the independent brand strategy and to clarify the coupling between the independent brand strategy and international competitiveness, namely to improve the independent brand strategy also can improve the international competitiveness of enterprises, for enterprises to create higher efficiency.

In terms of service quality, Yi Tingting and so on to the international travel agency as an example, consider the use of quality certification, TQM and its own characteristics of the construction method, can effectively control the quality of the tourism industry. Taking the higher vocational education as an example, Yang Baimei thinks that the comprehensive quality management concept can

be used for reference to improve the comprehensive competitiveness of higher vocational colleges, and puts forward some suggestions for the characteristics of higher vocational colleges. Wang Li in the hierarchy theory elaborated the University Library Characteristic Database Based on total quality management, not only to maximize the play the function of information resources, and can greatly enhance the user degree of satisfaction and serve the teaching and scientific research.In 2007, Chen Rongqiu and Zou Hongxin analyzed the deficiency of the traditional house of quality in the improvement of the TQM method and tools, and put forward the development of the quality house, and carried out the verification in the three-dimensional concurrent engineering.

3.2. Current research situation in foreign countries

Total quality management has been widely used in foreign enterprises.Talib Zillur, Rahman M and N Qureshi Faisal conducted a survey of quality tools and technology applications for the service institutions in 172 different industries in India in 2013, and gave advice on improving the quality of service industry. K. and Tamizhjyothi Muthukumar in 2013 on the impact of total quality management on organizational culture and performance were studied, and to the implementation of continuous improvement tools not to recommend the use of TQM companies. Aysel Cetindere et to Turkey in the northwestern city of Kutahya province enterprises as the research object, in view of the factors affecting the performance of the enterprise were studied analysis of corporate leadership to the implementation of total quality management in the enterprise pay more attention to the applications of the enterprise and staff in total quality management knowledge training will greatly influence enterprise performance.

In addition, Durgesh Pattanayak and Koilakuntla Maddulety in 2013 Indian bank customer satisfaction and TQM relationship were studied and measured by the TQBS, they think this is a development in the economy, to discuss the future direction of Yanji. Sanjay Bahl and O.P.Wali in 2014 to Indian IT services market in the supply chain of information transmission security were studied and found to information security management is an important part of corporate governance, will help the enterprise to obtain competitive advantage. However, not all countries will be well applied to the comprehensive quality management of enterprises. In 2015, A. Al-Shdaifat Emad, through the questionnaire, the use of SPSS application software will be collected to analyze the data found in the Middle East National Total Quality Management in the hospital has not been effectively implemented. And suggested that the hospital should be fully implemented TQM principles, so as to continuously improve the quality of service, the construction of a

comprehensive quality management based health care system.

4. Conclusions

In full in the research on the evaluation of quality management mainly uses the literature analysis method based on the existing domestic and foreign research status quo of, this paper analysis the enterprise in management innovation, Lean quality management application in our country. In this era of increasingly fierce competition, total quality management as a magic weapon to advance the enterprise, should be vigorously promoted. Is the current situation of our country, the enterprise implements the total quality management is still in the initial stage, however, with the continuous development of science and technology of the people's Republic of China, continuous improvement of quality requirements, total quality management will in our country enterprise get widely used, and bring huge economic benefits to the enterprises of our country.

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