

Business

Quality Control



Traditional Quality Control

Traditionally businesses had a separate Quality Control department whose inspectors check the finished items and **reject defective** or **sub-standard** products. This method therefore **detects** quality problems at the end of the production process before they reach the final customer.

Total Quality Management

An alternative method of ensuring quality is known as **Total Quality Management (TQM)**. It is best described as being an "attitude" in a business where everyone in the business is committed to achieving quality. It means that quality is being checked at every stage of the production process as all employees are trained to check their own work (self-checking). Two of the main aims of TQM are **zero defects** and **total customer satisfaction**. This requires: Strong teamwork, openness and investment into production processes and training.

Compare and contrast the two Quality Control Ideas

Quality Control
Department

Total Quality
Management

