ABSTRACT

This paper documents both the cause and effect of Total Quality Management (TQM) upon company profits and long-term sustainability of organizational operations. We attempt to prove that TQM’s goal is to maintain standards through development of improved systems and process to increase customer satisfaction. This paper also seeks to identify, measure, and define the cost of implementing TQM standards and procedures in relation to increased and sometimes decreased in company profits. We identify those aspects of the Baldrige National Quality Program and both empirical and case study evidence to justify the case for implementing TQM procedures within organizations.

KEYWORDS: Total quality management, Baldrige national quality program, International organization for standardization, Quality standards, Quality improvement