

# Total Quality Management

The Total Quality Management (TQM) module has been added to your course, so you now have the option to invest in the people that run your company. When the TQM module is active, you will see decisions appear in a new department – Total Quality Management.

With TQM active, you can reduce material, labor, and administrative costs, shorten the length of time required for R&D projects to complete and increase demand for the product line. The impacts of the investments produce returns in the year they are made and in each of the following years. There are ten total TQM initiatives that you can choose to invest in, which you can see below.

Your company needs to determine which initiatives best serve its purposes. If you are keeping automation levels low so R&D projects complete more quickly, you might want to invest in areas that lower labor costs (for example, Quality Initiative Training). If your company is competing in the high technology segments, with high material costs, you might consider initiatives that reduce material costs (for example, Continuous Process Improvement). To maximize the effect, companies should find complementary initiatives and invest in each of them. For example, to reduce material costs, companies should consider investing in both CPI Systems and GEMI TQEM Sustainability.

## Decisions

### Process Management Initiatives

The impacts of these initiatives improve business procedures, resulting in improved efficiencies and cost structures:

#### CPI (Continuous Process Improvement) Systems

Reduces material cost and to a lesser degree labor costs.

#### Vendor/JIT (Just in Time [Inventory])

Reduces Material costs and Administrative overhead.

#### QIT (Quality Initiative Training)

Reduces labor costs.

#### Channel Support Systems

Increases the effectiveness of the sales budget, and therefore demand.

#### Concurrent Engineering

Reduces R&D cycle time, the time needed to move sensors on the Perceptual Map and to change MTBF specifications. R&D costs are determined by the length of time they require, therefore Concurrent Engineering also lowers R&D costs.

## **UNEP Green Program**

The United Nations Environment Program increases the effectiveness of the sales budget (customers prefer products made by socially responsible manufacturers), and therefore increases demand. Green programs also reduce waste and therefore material costs.

## **TQM Initiatives**

The impacts of these initiatives improve product quality while reducing the time and resources required to design, manufacture, warehouse and ship products.

### **Benchmarking**

Reduces Administrative overhead.

### **Quality Function Deployment Effort**

Reduces R&D cycle time and enhances the effectiveness of the Promotion and Sales Budgets.

### **CCE (Concurrent Engineering)/6 Sigma Training**

Reduces material costs and labor costs.

### **GEMI TQEM Sustainability**

The Global Environmental Management Initiative Total Quality Environmental Management initiative reduces labor costs as it minimizes environmental risks. These include production methods which protect employee health and redesign of products to have fewer toxic by-products. The initiative also reduces material costs, as it promotes recycling and other material use efficiencies.

For each impact, complementary initiatives combine to increase the total effect. You should bundle your investments in multiple initiatives that have an impact important to your company's strategy. By spreading your investment among complementary initiatives, you can invest more in each impact than the limit of \$2,000,000 for an individual initiative.

You can target multiple impacts, such as both material and labor cost reduction; this can be a substantial investment in any given year. As you fine tune your decisions, keep an eye on the Projected Cumulative Impacts to ensure that your investments are creating cost-effective returns.

Companies that invest in the same initiatives over two or three rounds (depending on the amount of money) will experience decreasing and eventually no additional returns for their investments.