

Total Quality Management: 50 Ways To Make It Work For You (1st Edition)

Course Specifications

Course Number: CCT-032_rev4.0

Course Length: Self-study or classroom training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

This book provides managers and team members with an easy-to-understand overview of the TQM philosophy. Fifty ideas for practicing the TQM concept are given for use by organizations, teams, and individuals.

Course Content

Section 1: Take Personal Responsibility for Quality

- Tip 1: Make a Commitment to Never-Ending Improvement
- Tip 2: Honor Your Commitments
- Tip 3: Make a Daily 'To Do' List
- Tip 4: Accept Help Graciously
- Tip 5: Lead When a Leader Is Needed
- Tip 6: Define Excellence for Yourself
- Tip 7: Be Part of the Solution
- Tip 8: Admit Your Mistakes
- Tip 9: Do Your Part in the Group Effort
- Tip 10: Learn to Say "I'm Sorry"
- Tip 11: Learn Something New Each Day
- Tip 12: Strive for Zero Defects
- Tip 13: Take Charge of Morale
- Tip 14: Inspire Trust
- Tip 15: Offer Suggestions
- Tip 16: Look for Opportunities in Losses or Mistakes
- Tip 17: Accept Revisions as Proof That Someone Cares
- Tip 18: Don't Gossip or Spread Rumors

Section 2: Improve Teamwork and Commitment

- Tip 19: Know Your Organization's Mission
- Tip 20: Know Your Team's Goals
- Tip 21: Start and End Meetings on Time
- Tip 22: Be Tough on Problems-Soft on People
- Tip 23: Prepare for 'Storming' Times
- Tip 24: Help Your Group Reach Consensus
- Tip 25: Appreciate Your Team's Diversity
- Tip 26: Develop an Effective Problem-Solving Process
- Tip 27: Celebrate Your Success
- Tip 28: Use Open-Ended Questions
- Tip 29: Help with Your Team's Chores
- Tip 30: Share Ideas as Well as Problems
- Tip 31: Use 'Creative Dissatisfaction' as an Incentive
- Tip 32: Ignore Complaining
- Tip 33: Listen Respectfully to Each Team Member
- Tip 34: Empathize with Other Team Members' Feelings
- Tip 35: Put into Practice 'Actions Speak Louder Than Words'
- Tip 36: Find at Least One More Solution to Every Problem

Section 3: Focus on Customers and Service

- Tip 37: Define the Term 'Customer'
- Tip 38: Share Your Expertise
- Tip 39: Use Your Judgment
- Tip 40: Distinguish Between Your 'Job' and Your 'Work'
- Tip 41: Remember, Everyone Has and Is a Customer
- Tip 42: Develop Friendly Relationships
- Tip 43: Help When There's a Time Crunch
- Tip 44: Listen Actively to Your Customers
- Tip 45: Use Customers' Names
- Tip 46: Offer to Do the Job
- Tip 47: Reward Customers for Giving You Their Business
- Tip 48: Be Prompt in Straightening Out a Problem
- Tip 49: Make the Most of Your Telephone Contacts
- Tip 50: Keep Your Promises

Section 4: Case Studies: Putting TQM into Practice

- Case Studies
- Case Study 1: Creative Dissatisfaction in Action
- Case Study 2: Honoring Commitments
- Case Study 3: 'The Second Right Answer' Offers a Second Chance
- Case Study 4: Train Someone in Something You Do Well
- Case Study 5: Accepting the Challenge of Change
- Case Study 6: A Story from Your Organization