

The barriers and benefits of TQM

1. Lack of management commitment
2. Lack of faith in and support to TQM activities among management personnel
3. Failure to appreciate TQM as a cultural revolution. In other words, inability to change organizational culture
4. Misunderstanding about the concept of TQM
5. Improper planning
6. Lack of employees commitment
7. Lack of effective communication
8. Lack of continuous training and education
9. Lack of interest or incompetence of leaders
10. Ineffective measurement techniques and lack of access to data and results
11. Non-application of proper tools and techniques
12. Inadequate use of empowerment and team work

Benefits of TQM.

Tangible Benefits

Improved product quality
Improved productivity Reduced quality costs Increased market and customers
Increased profitability
Reduced employee grievances

Intangible Benefits

Improved employee participation Improved team work
Improved working relationships
Improved customer satisfaction
Improved communication
Enhancement of job interest
Enhanced problem solving capacity