
Book Review

Title : Total Quality Management – Principles, Practices and Cases
Author : Dr. D D Sharma
Publisher : Sultan Chand & Sons

In the present era of liberalization, privatization and globalization, no Indian company can afford to neglect the importance of Total Quality Management (TQM) in the survival of their Organization. In fact TQM has been recognised as a tool with the management for continuous productivity improvement and hence have a consistent competitive edge over other companies. This is the basic reason that most of the companies have started planning to at least devise their systems & procedures to achieve control over the quality of goods and services produced and get ISO – 9000 Certification.

This book has been written with the objective of not only to serve the purpose of students pursuing management and engineering courses, but also to provide as a useful reference book for the managers of Indian companies. It is written in Simple and Easily understood language.

The Author has very nicely started with the First Chapter on 'Pursuing Excellence' After going through this chapter, any reader will be able to appreciate the real need of implementing the TQM in an organization for achieving world class excellence. I think, the author has achieved his prime objective in this chapter itself, as it is likely to induce the desire in the reader to know more about TQM.

The book has been divided into various chapters so as to educate the reader about:-

- Quality aspects, costs and rewards
- Problem solving and the application of QC Tools
- KAIZEN – Strategy for continuous improvement
- ISO 9000 and ISO 14000
- Statistical Process Control (SPC) and Acceptance Sampling
- JIT manufacturing
- Bench Marking
- Quality Function Deployment (QFD)
- PDCA Improvement Cycle, house keeping and

- waste elimination
- Organizational Re – engineering and Business Process Re – engineering
- Six Sigma
- Creating Quality Culture
- Customer Satisfaction
- Teamwork for Quality
- Total Employees Involvement
- Leadership for Inspiring Change
- Implementing TQM and Quality Audit

Chapters on Total Employees Involvement; Bench Marking; Creating Quality Culture; Inspection, RFT and Total Preventive Maintenance; Daily Process Management & QFD have been written very nicely bringing out the basic concepts clearly. The students are bound to be benefited by these. However the students are advised to read the abbreviation TPM used in the Chapter "Inspection, RFT and Total Preventive Maintenance" carefully. Pictorial diagrams used in the chapters on House Keeping and Waste Elimination help not only in easy understanding but also for a long lasting impression on the memory of the reader.

This book, in my opinion will prove to be a popular book amongst students being a blend of theory, practical examples and cases. The review questions given at the end of each chapter and the glossary of 'TQM Terms' given at the end of the book will help the students tremendously to prepare them from examination point of view.

The Utility of the book can be increased further by adding Subject Index and by providing a Power Point presentation CD for the Teachers and Managers.

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