



## Total Quality Management in Education

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### Abstract

TQM is an organizational management technique that focuses on quality, and the involvement of all members with the goal of long-term success. It is a method of thinking about objectives, personnel, procedures, and structure to make sure that the right things are done correctly the first time. John Ruskin has rightly said about the quality that "Quality is never an accident. It is always the result of intelligent effort. It is the will to produce a superior thing." In this paper an attempt has been made to throw light on the pros, and cons of Total Quality management (TQM).

**Keywords:** - Total Quality Management, The Deming's Chain Reaction

## I. INTRODUCTION

The management system for total quality has been referred to as total quality management. Total quality management, or TQM, is a company-wide approach that focuses on continuous improvement, and involves every employee in order to enhance customer satisfaction. Both a complete management philosophy, and a set of instruments, and methods for putting it into practice are TQM.

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Total quality management is the term used to describe the management system for overall quality. To improve customer satisfaction, the company-wide strategy known as total quality management, or TQM, engages all employees, and is centered on continual improvement. TQM is a comprehensive management philosophy as well as a collection of tools, and techniques for implementing it.

## II. TQM IN EDUCATION:

Scholars have also introduced the idea of TQM. Human resource quality, manpower personality, and more chances to share their values, interests, and attitudes. A strong educational system is best suited to accomplish this objective, because education can open up many doors to advancement. The TQM theory can be used to raise the standard of education. By periodically reevaluating current practices in light of new advances, and evolving requirements, the state of higher education can be changed.

Numerous educators think that Deming's TQM philosophy offers guiding principles for necessary educational transformation. Philosophy, Vision, Strategy, Skills, Resources, Rewards, and Organization are the seven components that Myron Tribus (1994) listed in his book "Total Quality Management in Education."

The first thing Deming realized was that a company could never check a product's quality. Goods design, and efficient production techniques are combined to provide a high-quality product. Deming promoted a never-ending cycle of redesign,

market research, product design, manufacturing, text, and sales. According to him, increased productivity results from improved quality, and this, in turn, results in sustained competitive strength. This viewpoint is summed up by Deming's "chain reaction" theory –

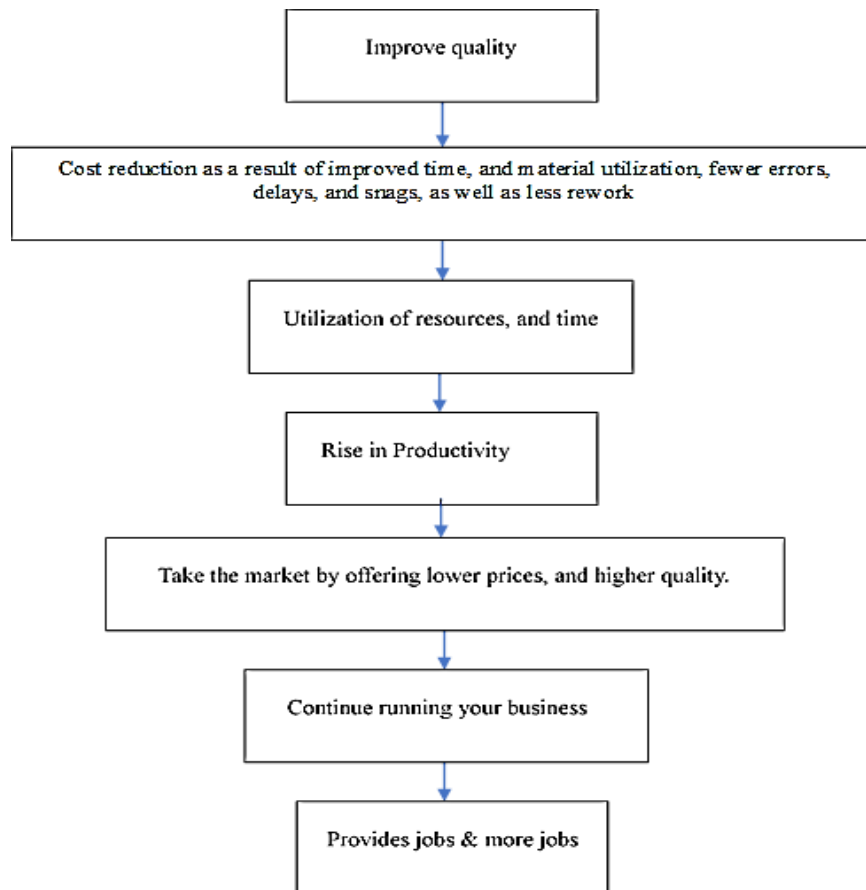


Fig 1: The Deming's Chain Reaction

Deming's theory of chain reactions can also be applied in the administration of educational institutions. The notion that promotes less rework, fewer mistakes, and better use of time, and materials that result in productivity improvement must be followed, if we wish to improve the quality of our educational system. This idea also asserts that increased productivity requires the full support of every department within any organization, as failure results in a decline in quality. Deming emphasizes that upper management bears a greater burden of quality improvement than do middle and lower level management staff. Deming summed up his opinions about management, and how it relates to quality as follows:

- Take up a new philosophy.
- Consistency in goal.
- Reliance on numerical standards, and mass inspection should end.
- Incoming material quality.
- Eliminate fear.
- Started competing.
- Stop giving out contracts based only on price tags.
- Enhance the production, and service system continuously, and permanently.
- Use innovative, and contemporary leadership, and supervision techniques.
- Dismantle divisions between individuals, and departments.
- Do away with work standards, and quotas.
- Take down obstacles that deprive hourly workers of their right to proudly display their craftsmanship.
- Launch a robust education, and retraining program.
- Specify the long-term commitment of top management to raising productivity, and quality.

These rules together outline the core principles of an organization's culture. An organization can raise the caliber of its output, and enhance its work culture by adhering to these recommendations. These standards can help educational institutions provide high-quality instruction. Initially, we must all realize that we cannot improve our educational system until all faculty members, administrators included, fully dedicate themselves to the quality of education.

This raises the question of what "quality" we desire. In essence, quality is just the "Quest for Perfection." In an attempt to describe the quality of education, UNESCO's "Learning: The Treasure with In" report from 1996 highlighted that education should be built upon four pillars throughout one's life:-

- Gaining information that allows students to construct their own knowledge on a regular basis by fusing "external", and indigenous sources.
- Learning to do emphasizes putting what has been learned into practice.
- One of the most important skills for a life free from discrimination is learning to live together.
- Learning to be-focuses on the abilities people need to reach their greatest potential.

An examination of the aforementioned definitions reveals four essential elements of quality –  
Quality is determined by the customers

- It has to do with the needs, and expectations of customers.
- It has multiple aspects related to consumer satisfaction.
- The requirements, and expectations of customers evolve with time.

Therefore, it becomes essential to first determine the needs of the consumer before having a conversation about quality, especially when it comes to education. Our consumers, who are our pupils, and guardians, require our attention. We should consider the needs of our stakeholders, or customers, and create surveys accordingly. We ought to attempt to educate them in accordance with their needs.

### III. WHY TQM PROGRAMS FAILS

The following are some of the reasons why this TQM theory frequently fails in a developing nation like India:

- The absence of dedication.
- Paying attention to a certain method.
- Ignoring the demands, and expectations of clients.
- Not getting the support, and involvement of employees.
- The program ends without instruction.
- Looking for results right away rather than a long-term benefit.
- The company is being forced to use techniques that are ineffective or incompatible with its workforce, and production system.

### IV. CONCLUSION

When we consider the scope of Total Quality Management (TQM), it becomes clear that the concept is highly advantageous to any educational institution involved in manufacturing in any way. The following are the three fundamental TQM principles:

- Pay attention to the client, or stakeholders, which includes guardians, teachers, and students.
- Quality is greatly enhanced by teamwork, and participation.
- Constant improvement until the desired outcome is achieved.

It is evident from the aforementioned example that Total Quality Management (TQM) has broad applicability for every firm, since it boosts profitability, and competitiveness by utilizing all human resources to produce high-quality work. Despite the fact that TQM originated in the business sector, quality is significant, and relevant to any organization that deals with input, and output. The main goal of Total Quality Management (TQM) is "quality", and the core of quality is meeting the needs, and expectations of the client.

Therefore, it is obvious that we will need to reinterpret the roles of every member of the educational organization's faculty, if we wish to use TQM to enhance our educational system. Eliminating mass inspection, keeping an open mind to new ideas, and fostering a work culture, and atmosphere built on trust, and collaborative decision-making are all necessary. Our aim of being the best in every area of education will be aided by this.

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