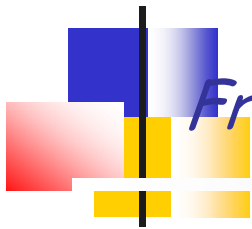


Quality for Competitiveness



From Signboards & Slogans to Workplaces & Practices

Prof. Dinesh P. Chapagain

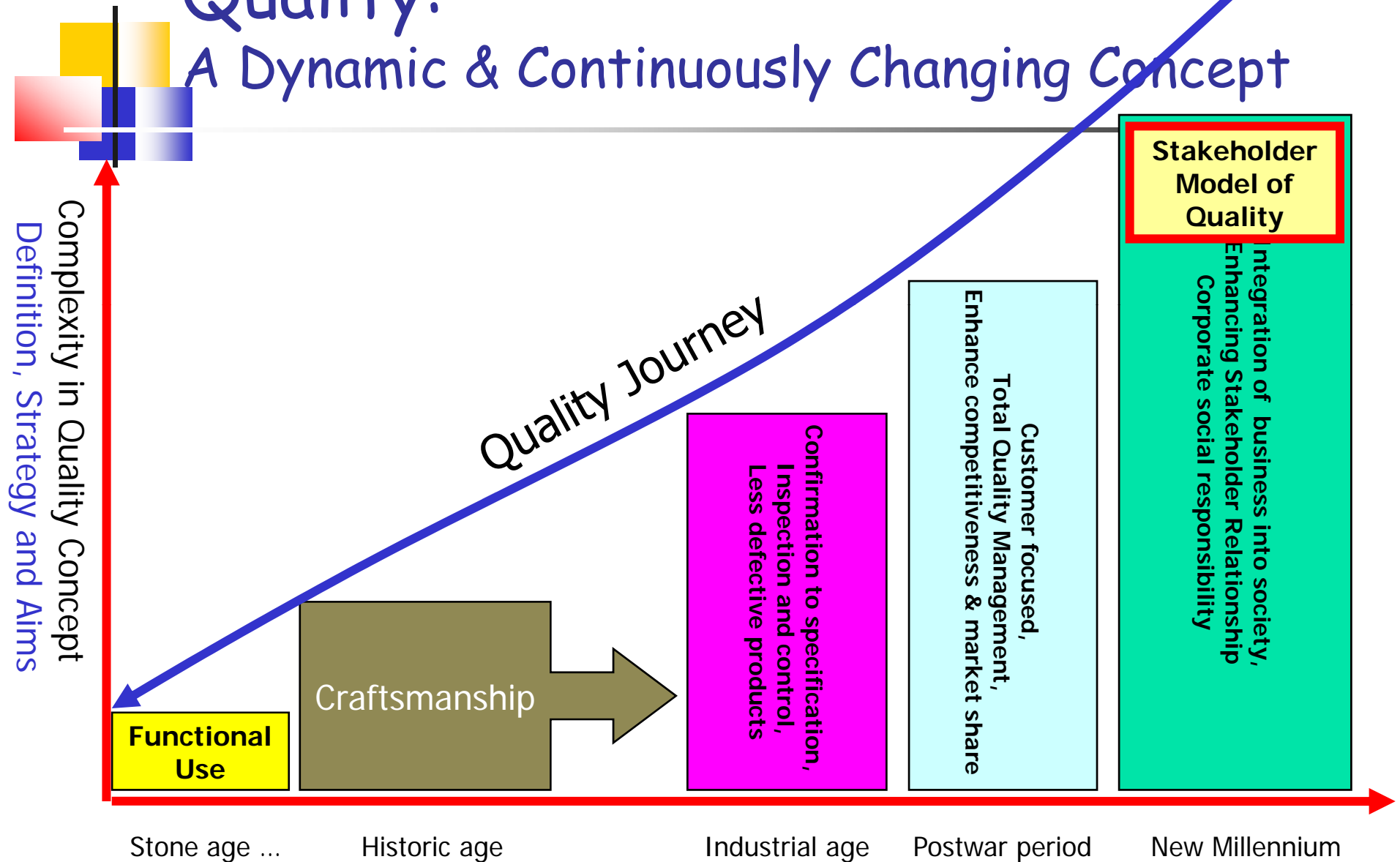
Honorary Chairman

Network for Quality, Productivity and Competitiveness-Nepal

Quality is a Journey,
not destination



Quality: A Dynamic & Continuously Changing Concept



Quality in Signboard (Nepal)



Quality in Signboard (Nepal)



Quality in Signboard (Nepal)



Quality in Signboard (Nepal)



Quality in Signboard (Nepal)



Quality in Signboard (Nepal)



Quality in Signboard (Nepal)



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Quality in Signboard (Nepal)





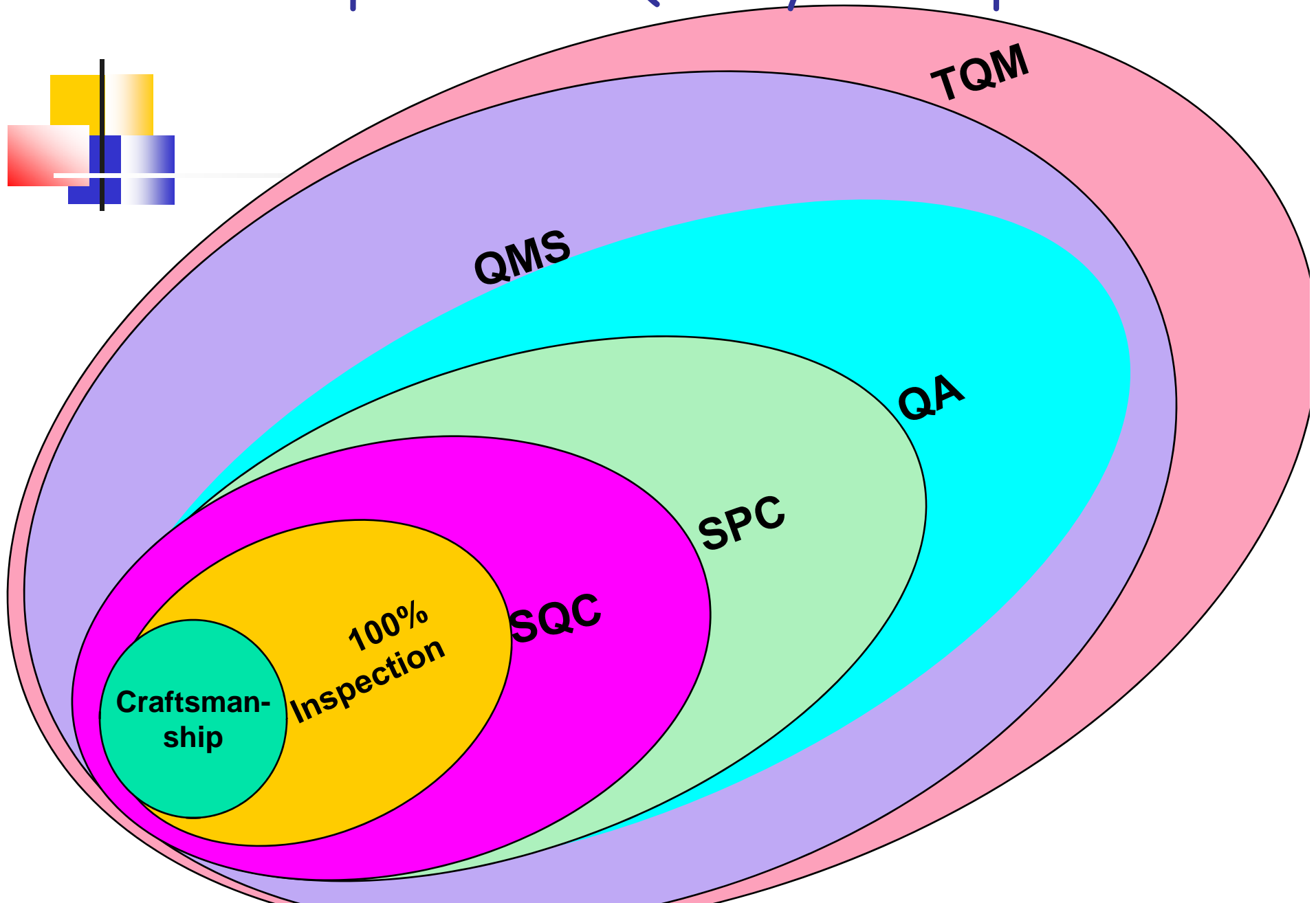
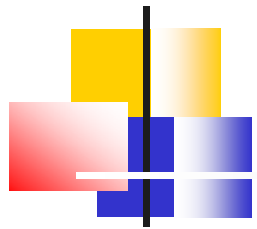
Quality in Signboard (Nepal)



Quality in Signboard (Nepal)

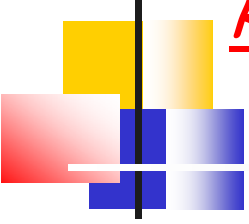


Development of Quality Concepts



TQM: Two-Prong Approach

Relationship with Productivity & Competitiveness

- 
- ✓ Reduction of *Muda* (Unwanted One)
 - ✓ Improvement thro' *Kaizen* (Wanted One)

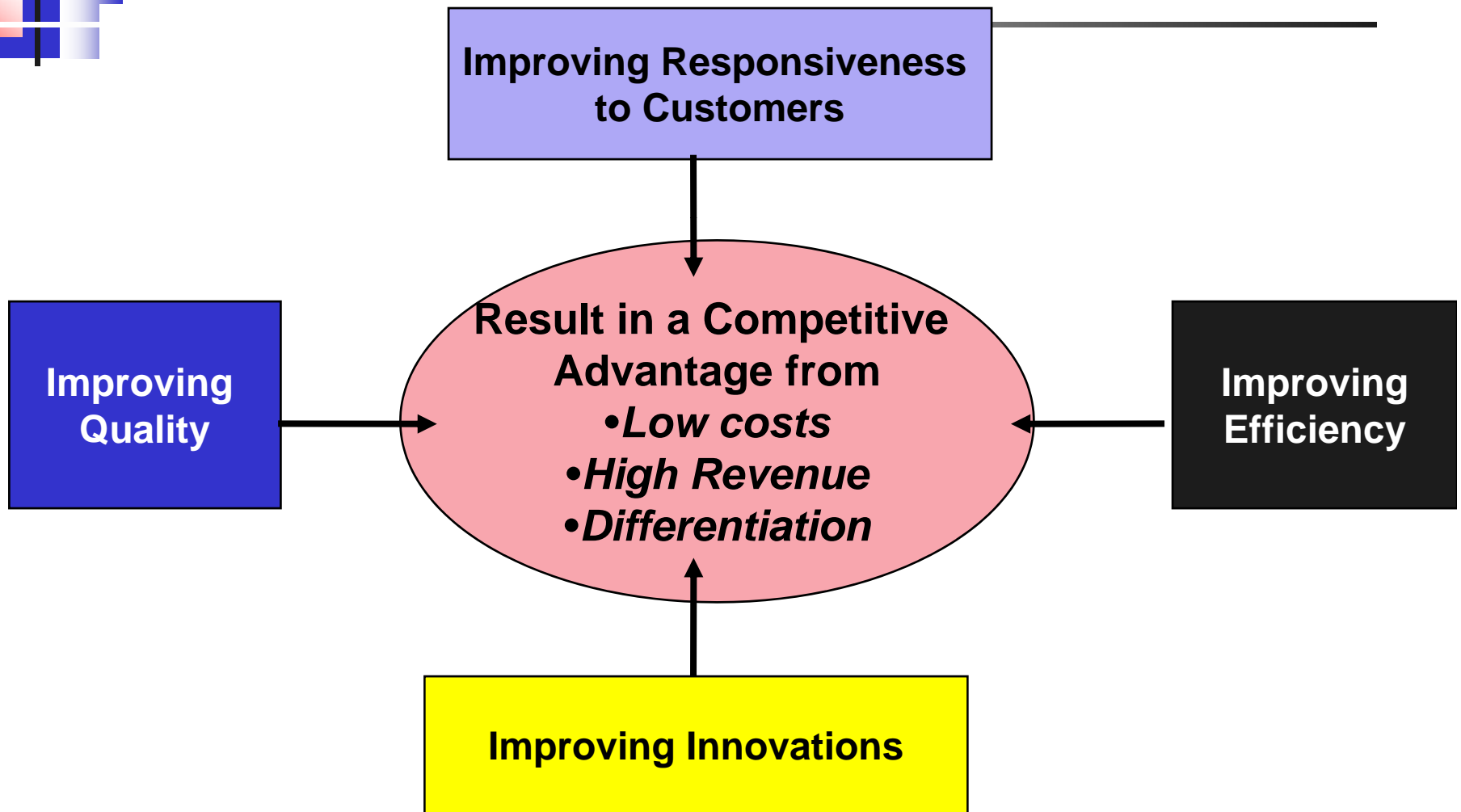
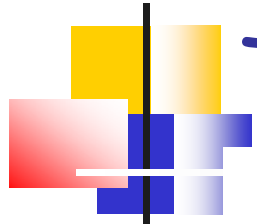
MUDA

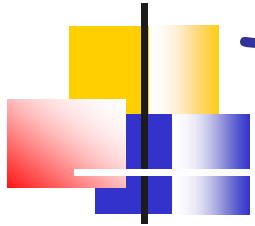
- Manpower Loss: Repetitive work, Rework, Idle time, Doing unnecessary work, etc...
- Financial Loss: Improper incentives, Inventory, Bad recovery, etc...
- Process Loss: Bottlenecks, Breakdowns, delay, etc...
- Material Loss: Wastages, Scraps, Defective Products and Services, etc...

KAIZEN

- Differentiation: New product development, New market development, etc...
- Innovation: Process, Product, Technology, etc...
- Breakthrough: Standardization, continual improvement, etc...

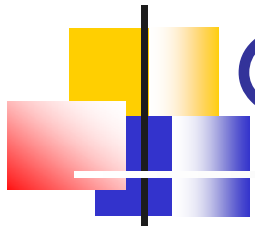
Competitive Advantages through Total Quality Management



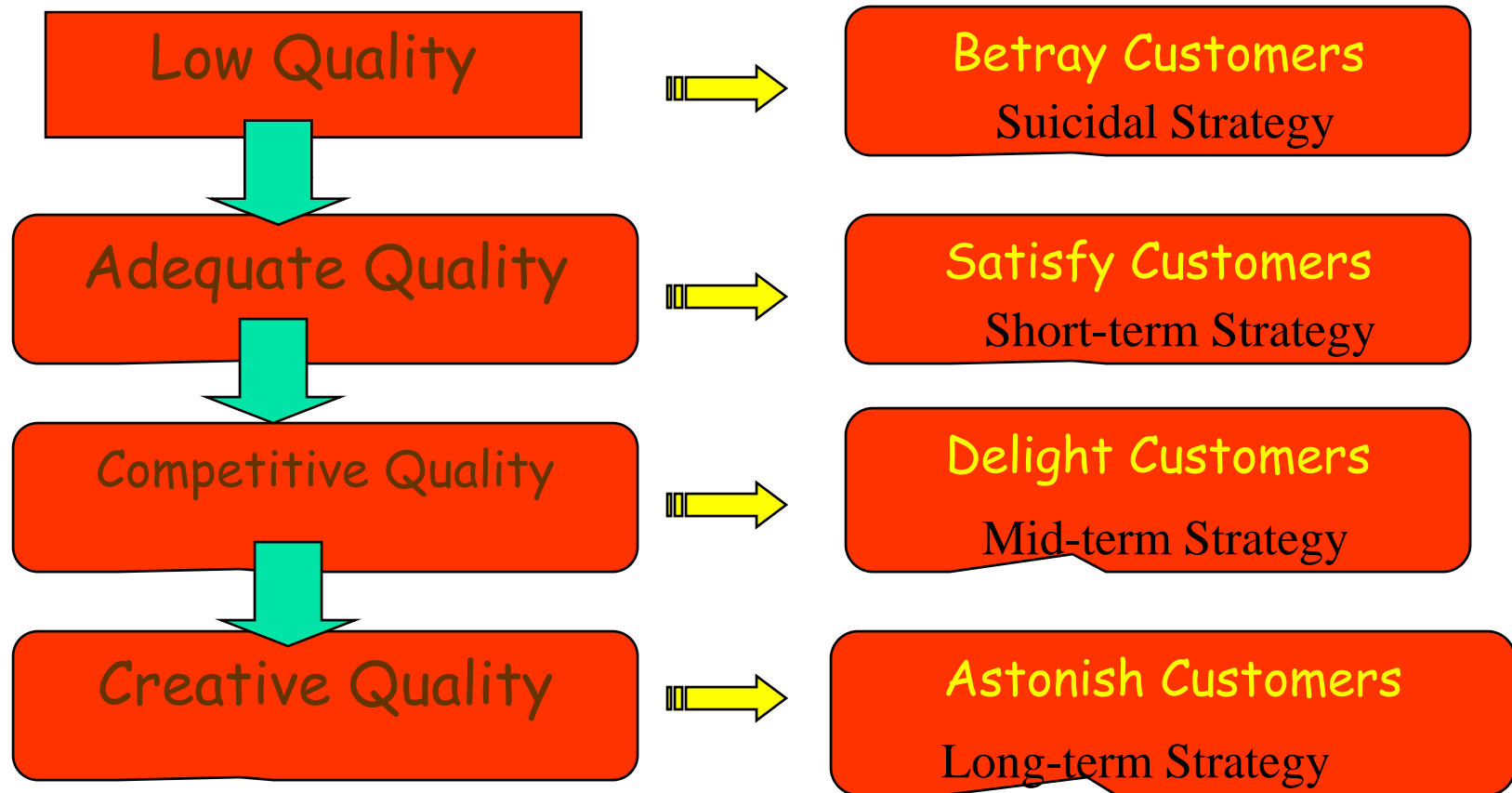


Total Quality Management

- A widely applied techniques for productivity improvement through managing organization mainly focusing on quality and cost
- Applied in manufacturing, service industry, CSOs and also in public offices
- A practice and human oriented approach
- Originated from Japan with advises from US



QUALITY IMPROVEMENT





Let us inspect for Quality!

**FINISHED FILES ARE THE RESULT
OF MANY YEARS OF SCIENTIFIC
STUDY AFTER COMBINING WITH THE
EXPERIENCE OF MANY YEARS OF HARD WORK**



Conceptualizing Management by Quality [TQM]

Promoting Organization
with a Tightly Knit Group of People
having Shared Purpose and Philosophy

"QUALITY COMES FIRST,
PRODUCTIVITY FOLLOWS,
& PROFIT IS ITS LOGICAL SEQUENCE"

TQM

Shared Philosophy

- Common Goal
- Common Language
- Common Approach

*to solve the **Quality** and **Productivity**
Problems as per the vision and mission of
the organization*

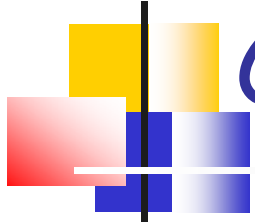


TQM

Common Goal

The Common Goal is
to achieve the quality that
the customers need
most economically

TQM



Common Language (Mind Set)

- Put quality first, other follows
- Next process is your customer
- Work with facts only
- Give importance to process
- Always prioritize your action
- Prevent recurrences of problems
- Respect humanity

TQM

Common Approach

- **Quality Policy**

Demonstrate Top management Commitment & Involvement

- **Continuous Improvement**

Creating a Continuous Improvement Culture in Organization

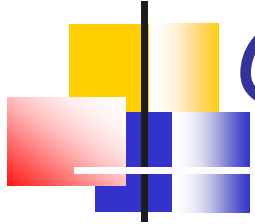
- **Employees Empowerment**

Ensuring Commitment & Involvement of all Employees

- **Customer Focus**

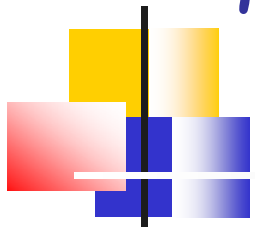
Managing by a Customer driven System & Process

TQM

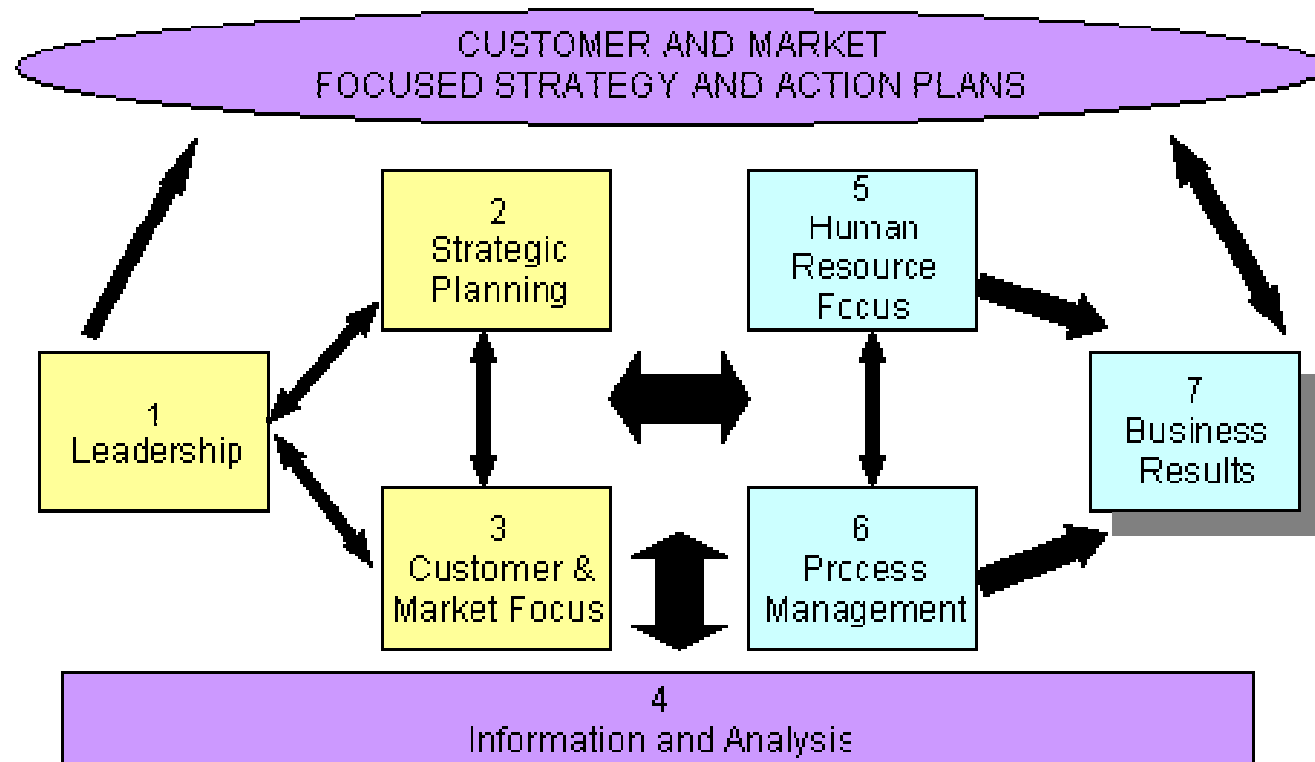


Organizational Structure

1. Routine Management
Day-to-day work as per functional requirements
2. Policy Deployment
Top-down deployment of policy through PDCA
3. Cross Functional Management
Horizontal department-department collaboration
4. Small Group Activities
Bottom-up suggestions for employees empowerment

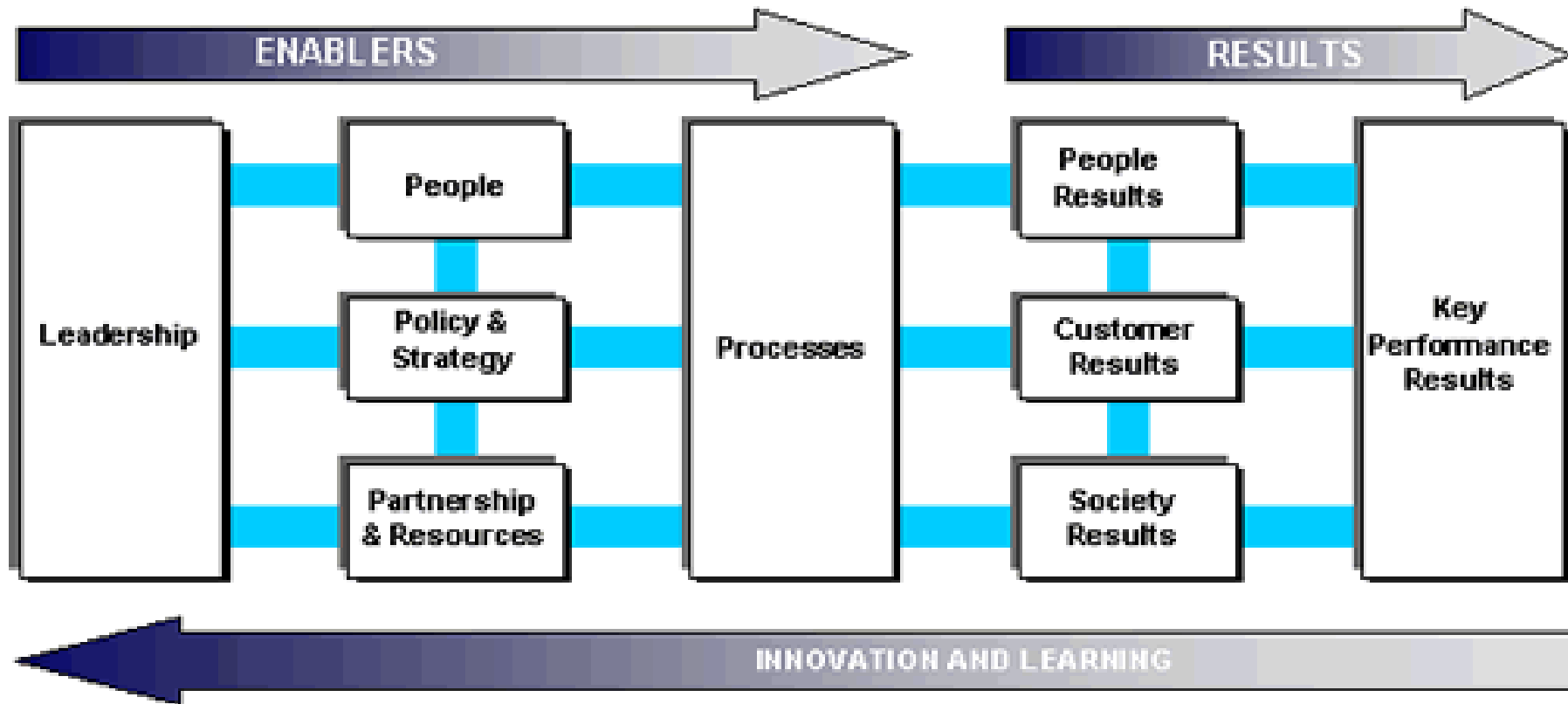


Malcolm Baldrige Quality Award for Performance Excellence (USA)

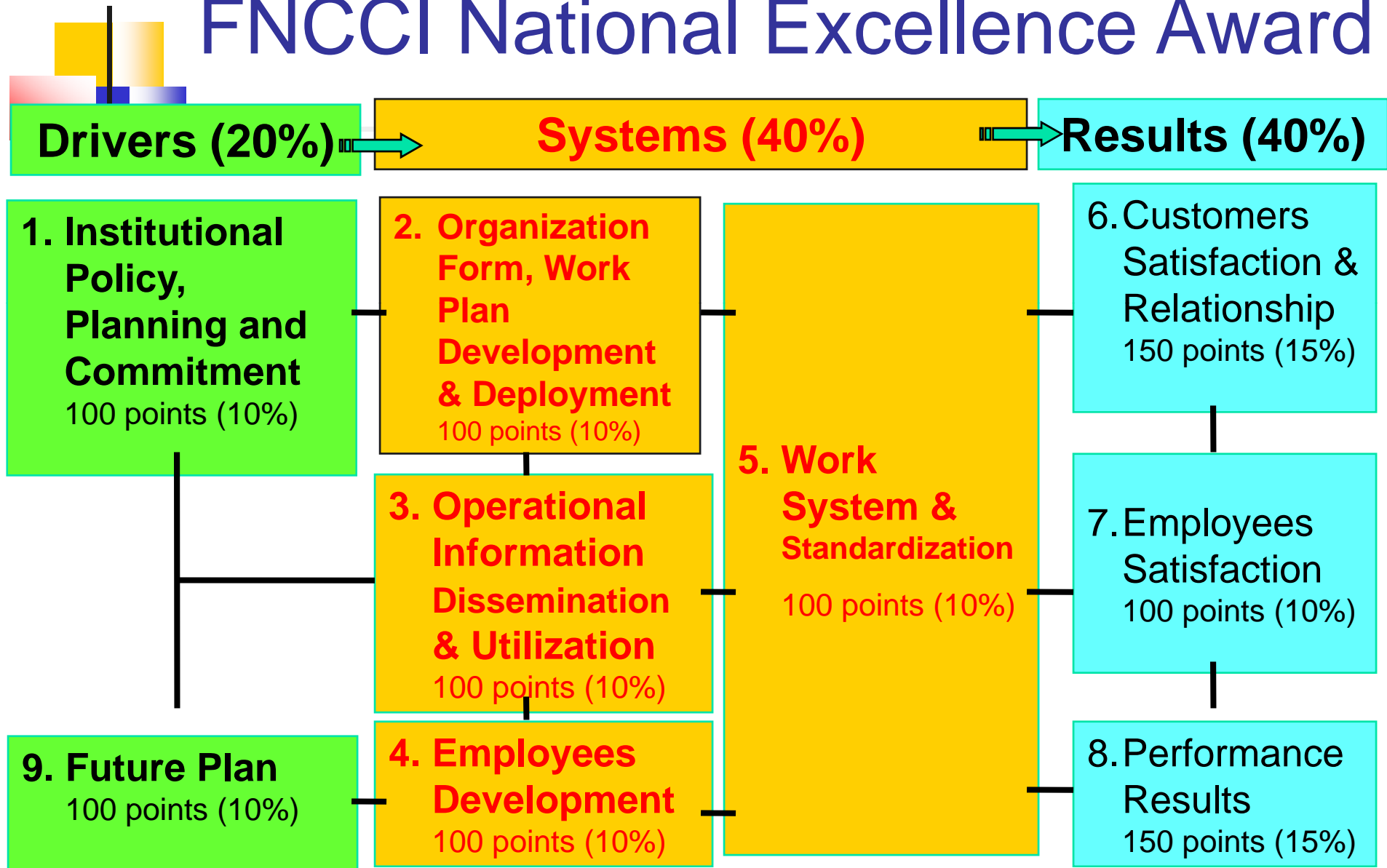


European Foundation for Quality Management

Business Excellence Model

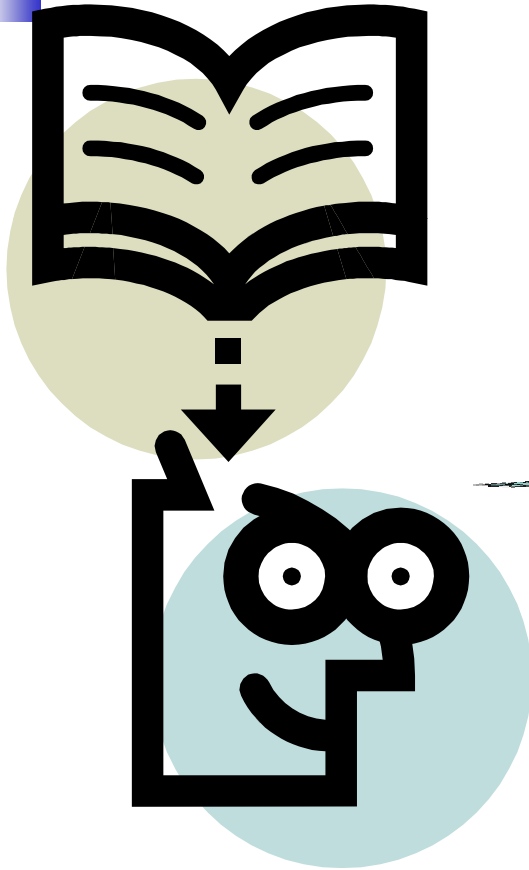


FNCCI National Excellence Award





Any Question Please ???



Thank You

