

TOTAL QUALITY MANAGEMENT (TQM)

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with regard to industrial and organizational theory, an all-encompassing approach to management which consists of a dedication to persistent enhancements in quality and productivity. It generally involves enhanced training and correspondence within the work setting, greater involvement of workers in decision-making, remodeling of the work process, and the utilization of statistical methods to oversee quality.

TOTAL QUALITY MANAGEMENT (TQM): "TQM programs are aligned toward customer bases. "

SELF-ABASEMENT

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